

Mckinney-Vento Transportation Services Request for Proposal

**Huron Valley Schools and Michigan Association of Counties
(MAC)**

RFP #HV-952-011625

April 2025



Submitted by River North Transit LLC
(A wholly owned subsidiary of Via Transportation, Inc.)



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114 5th Avenue, 17th Floor

New York, NY 10011

Cover Letter

Subject: Request for Proposal #HV-952-011625 | McKinney-Vento Transportation Services

To: Huron Valley Schools (HVS) & Michigan Association of Counties (MAC)

Attn: Steven Jackson, Procurement Consultant

Dear Mr Jackson,

We are delighted at the opportunity to propose our solution for transportation services in response to the Huron Valley Schools and Michigan Association of Counties (MAC) McKinney-Vento Transportation Services RFP #HV-952-011625.

Via is the world's leading provider of TransitTech solutions, partnering with more than 750 school districts, counties, cities, and transit agencies across the globe, providing vehicles, drivers, and technology to improve efficiency, rider experience, and accessibility. While Via is a global company, HVS will experience us as a local partner in the metro Detroit area.

In Michigan alone, we provide transportation services for 25+ partners, including Detroit Public Schools Community District and SMART in suburban Detroit (where we offer more than 30,000 monthly rides using wheelchair-accessible vehicles and door-to-door service for those with limited mobility). Our extensive experience and proven model results in safer rides with



fewer vehicle miles traveled and consistently reliable service. Our software and operations have powered nearly **1 million rides in the state** to date.

Via's highly experienced operations team will ensure that students receive superlative and safe service from a high-quality and student-centric pool of thoroughly vetted drivers. Our powerful technology empowers district administrators and caregivers a personal view into their students' transportation activity. **We maintain the requisite licensing and approvals to transport students in Michigan and meet all safety, insurance and operational standards.**

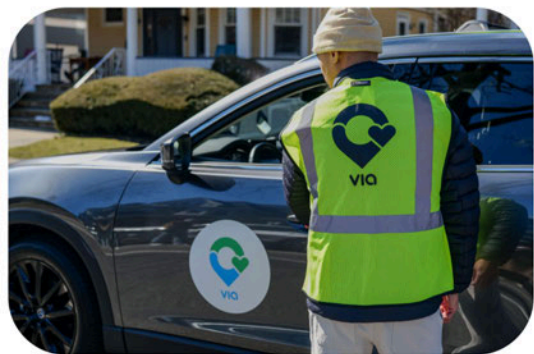
We are confident that our services and solutions are exceptionally well suited to support HVS's transportation program for McKinney-Vento students. We will leverage our extensive experience launching and operating similar services for school districts and county departments across Michigan and the US.

Our proposal for HVS is centered on the following:

Extensive Experience Providing Student-Centric Operations

At Via, we're more than just engineers and operators — we're moms, dads, aunts, uncles, and grandparents. Several of us are even former educators. We know first hand just how critical safe transportation is for students, and have established rigorous operational processes to ensure consistent student safety and reliable on-time performance for our services.

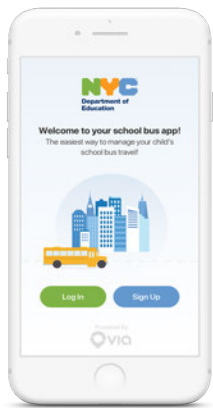
In addition to our student focused transportation services, Via directly operates more than 100 public transit services worldwide, with over 1,200 vehicles on average on the roads every day. In our 11 corporate offices around the world — including our headquarters in New York — Via employs many of the foremost experts on transportation algorithms, navigation systems, artificial intelligence, machine learning, and user experience. We also establish field offices in locations where we operate services directly and have close to 100 full time employees and drivers based in Michigan.



Our driver recruitment and vetting processes, onboarding and training, strict vehicle requirements, and comprehensive vehicle inspection plans ensure that we are able to provide industry-leading safety in our services: **Out of the almost 7 million trips that we served in 2024, only 0.006% of Via-provided rides had a substantiated safety-related incident.**

We bring **more than a decade's experience transporting passengers from vulnerable populations, including students.** Via is the world's leading provider of public mobility solutions, including ADA and non-ADA paratransit and microtransit software and operations. **Through these services, we transport hundreds of thousands of students annually.** In total, Via directly operates or provides software for more than 50 paratransit services, including some of the largest paratransit services in the United States and around the world, in addition to delivering dedicated student transportation services. We understand the operational challenges at stake in transporting vulnerable populations, particularly McKinney-Vento students: accommodating short notice ride requests,

ensuring compliance on routing, pickups and drop-offs instructions, delivering high on-time performance, maintaining clean and reliable vehicles, and sourcing and training empathetic drivers.



Our system is designed to adapt to the different routing, trip, and vehicle needs of diverse student populations, and has been proven at scale: for the New York City Department of Education, the largest public school system in the US, we power a student transportation solution that successfully serves more than 150,000 daily riders in both general and special education populations.

Exceptional Track Record of Recruiting and Retaining Qualified Drivers

For HVS drivers, we will provide drug and alcohol testing, fingerprinting, professional dress and hygiene, DMV and DOJ checks, appropriate licenses, and thorough training, such as ADA and trauma care training. Each driver will be trained to work with the relevant



It feels good to be able to provide a service and help people accomplish the things they need to during the day.

Ligia Alicea
Driver since 2020

student populations, and will sign our zero-tolerance pledge.

As transportation providers across the country have struggled to staff their services, we have had no driver shortages and have onboarded more than 10,000 drivers in the last two years. We deliver these results with a combination of above-market wages, driver incentives, high-touch support, targeted driver marketing, and a shift-claim model that gives drivers significant input into their own schedules. If awarded, Via will hire drivers specifically to serve HVS students. **These drivers will be dedicated and shift-based, ensuring that we can ensure consistent driver to student pairings, at no extra cost.**

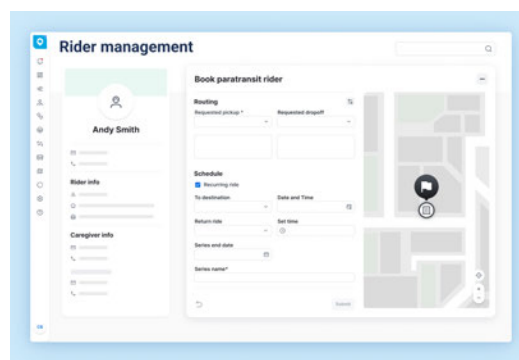
Fleet

We propose to deliver service with a fleet of sedans, SUVs and minivans equipped with GPS tracking at no additional cost. These vehicles will be clearly marked with approved signage (see picture to the right) to ensure that caregivers, parents, students, and administrators know that they are approved service vehicles. We also have an established, rigorous process for ensuring vehicle cleanliness and passenger safety including thorough driver training, strict vehicle requirements, and a comprehensive daily vehicle inspection.



Innovative Student Transit Technology

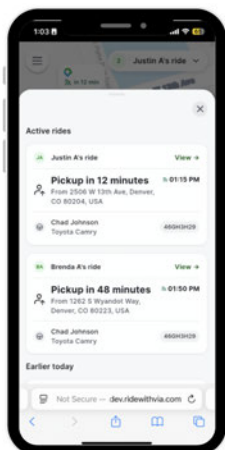
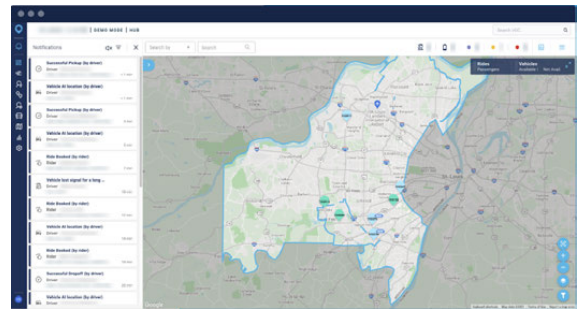
The Via Student Transit platform includes innovative software that can help HVS manage their complex transportation needs. The district will benefit from caregiver communications and tracking tools, a powerful driver application, the Via Operations Center (VOC) for service management, and a robust analytics suite for monitoring service performance — all at no additional cost. Our technology is fully accessible, ADA compliant, and follows the strictest security and encryption standards. This results in immediate benefits for all of HVS's relevant end-users:



- **Caregivers, Parents and Guardians** will benefit from transparency, clear and timely communication, and peace of mind with our caregiver web app that offers real-time vehicle tracking, pickup and drop off notifications, driver and vehicle information, as well as regular updates on their student's trip status.
- **District Administrators** will benefit from the Via Operations Center's electronic system for scheduling, real-time tracking, viewing upcoming rides and creating or updating student profiles
- **Drivers** will benefit from our Driver App's safe and efficient routing, a distraction-minimizing interface, and turn-by-turn hand free navigation.

Operational Transparency for HVS and Peace of Mind for Caregivers

Through the Via Operations Center (VOC), our support team can track drivers' progress in real-time and intervene when needed. Authorized HVS staff will also have access to the VOC, and will have full visibility into bookings and student trip progress in real-time. Additionally, HVS staff can schedule rides directly in the VOC, or schedule with their dedicated local Field Manager and support operations team.

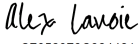


Our powerful tracking technology keeps caregivers and parents updated about any upcoming rides, driver and vehicle information as well as live tracking capabilities for their child's ride. Pick up and drop off alerts are available through our Caregiver App, and via SMS text messages for easy access and constant peace of mind. These alerts are entirely customizable and we can work with HVS to determine the preferred outreach cadence. Additionally, parents and caregivers can contact our support agents at any time during service hours to inquire about any questions related to the service.

In the pages that follow, we provide additional information about our proposed solution for HVS in order to provide a safe, efficient, and reliable transportation service for students.

We hope this response demonstrates our enthusiasm to partner with you and welcome any future opportunities to discuss this opportunity.

Sincerely,

Signed by:

C7652978C824421...

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SECTION 1.0 – Scope of Work and Pricing

1.1. Minimum Mandatory Requirements

Via brings more than 10 years of experience transporting passengers from vulnerable populations, including students, minors, individuals with disabilities and seniors. As the world's leading provider of TransitTech solutions, we are partnered with more than 750 school districts, counties, cities, and transit agencies across the globe, providing vehicles, drivers, and technology to improve efficiency, rider experience, and accessibility.

While Via is a global company, HVS will experience us as a local partner in the metro Detroit area. Since 2022 Via has been operating a student focused on-demand microtransit service in collaboration with the city of Chandler, AZ. The service is funded by the "A for Arizona Modernization Transportation" grant and provides flexible and safe transportation options to students outside of regular school bus hours. Since its inception, Chandler Flex has grown into a dynamic and inclusive mobility solution, completing over **85,000 rides** to date.



We understand the operational challenges at stake in transporting vulnerable populations: accommodating short notice ride requests, ensuring compliance on routing, pickups and drop-offs instructions, providing assistance, securing passengers, delivering high on-time performance, and sourcing and training empathetic and skilled drivers. The majority of students we transport for our district partners are students identified under the McKinney-Vento Homeless Assistance act and Foster students. For Detroit Public Schools Community District (MI) and Appleton Area School District (WI), for example, we have been transporting McKinney-Vento and Foster students, as well as students with Special Needs.

Pricing

Via is committed to providing outstanding transportation services for HVS and other participating Michigan agencies. Via's all-inclusive per route + per mile structure covers all operating, technology, and personnel costs required to deliver an excellent quality of service for the district. Our competitive pricing remains the same for all participating agencies across the state.



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1.2. Product and Service Categories

As instructed by HVS we structured our response to this RFP around the product and service category requirements outlined by the district. To provide additional confirmation of our acknowledgement and adherence to HVS's requirements please see below.

1.2 Product and Service Categories	The awarded contractor (Contractor) will be required to:	Acknowledgement
	Provide transportation services for students identified under the McKinney-Vento Act, ensuring compliance with federal, state, and district regulations.	✓
	Accommodate various pick-up and drop-off locations, which may extend beyond district boundaries.	✓
	Provide services on an as-needed basis, including regular school days, after-school programs, and emergency transportation needs.	✓
	Plan all routes, stops and schedules. Provide a reliable scheduling and routing system that minimizes student travel time.	✓
	Proposal must detail Contractor's process for requesting rides as well as policies regarding cancelled and "no-show" rides (e.g., charges, billing, cancellation notice requirement, etc.).	✓
	Maintain open communication with district staff, parents, and guardians.	✓
	Ensure timely reporting of ridership data, route efficiency, and compliance with all contract terms.	✓
	District and Contractor shall consult on a regular basis concerning the Transportation requirements of District.	✓
	Contractor must provide within 30 business days of any request, those reports and records which may be reasonably requested by District pertaining to students, routes, stops, mileage audits and other information having to do with daily operations. In reviewing Contractor's	✓

	records, District shall protect the confidentiality of Contractor's proprietary or confidential information included in the data provided.	
	Contractor must immediately notify the District's designated representative, by telephone and confirmed as soon as practicable in writing, of the occurrence of any incident involving student riders, or a traffic violation or accident reportable by law that involves a vehicle with passengers that is being used at that time to provide transportation services for the District. Written notification must contain a full and complete statement of all relative facts including police case number & accident report when available, as well as a list of the student riders present at the time of incident.	✓
	<p>Contractor must immediately notify the District's designated representative of the following:</p> <ul style="list-style-type: none"> • Vehicles running behind schedule. • Routes with substitute drivers. • Routes not running due to staffing issues and the plan to accommodate student pickup/drop off. • Notification at the end of the day that all routes have been completed. 	
	Notwithstanding the foregoing, in the event of circumstances in the operation of any school which necessitate early dismissal for student health or safety reasons, the Contractor and District must cooperate to facilitate orderly transportation of students in the most efficient manner possible in light of the circumstances presented.	✓
	Employ management personnel who shall be responsible for the efficient operation of the transportation services furnished hereunder and who shall be Contractor's liaison to the District.	✓
	Provide an emergency contact number or platform for caregivers to utilize and appointed staff that will contact both caregivers and the District in cases of emergency.	✓

	Contractor will designate a crisis management contact person for emergency contact with District. Prior to the start of the school year, Contractor must inform District of the name(s) and contact telephone number(s) of such management personnel.	✓
	All vehicles supplied by Contractor must meet or exceed the standards established by applicable laws and regulations. Contractor must maintain the vehicles used to provide transportation services under the agreement in accordance with law and accepted industry maintenance standards.	✓
	In the event that the District or any governmental agency imposes equipment requirements other than those set forth above on Contractor's vehicles during the term of the Agreement, which are specific requirements for the operation of the Agreement or immediate installation is required for continuing operation of the vehicles, Contractor and District in good faith shall negotiate price increases applicable to such equipment requirement.	✓
	Provide all equipment required to safely transport regular education and special needs students, including harnesses, vests, car seats, and wheelchair restraints.	✓
	Contractor must purchase, at its own cost, all fuel required for the operation of vehicles hereunder.	✓
	Take reasonable steps to prevent its employees from exposing any pupil to impropriety of word or conduct. Contractor shall not knowingly permit its drivers to smoke in the vehicle, to drink any intoxicating beverage, or to be under the influence of drugs or alcohol while operating any vehicle	✓
	The Contractor is responsible for hiring and discharging personnel employed by the Contractor to perform its obligation hereunder. However, District shall have the right to request Contractor to remove from service to District any employee who, in District's sole discretion, is deemed unsuitable for the performance of transportation services for District; provided that District makes such request in writing, state the reasons therefore and include any	✓

	supporting documentation, and provide further that such request does not violate applicable local, state or federal laws, rules or regulations.	
	<p>Contractor must provide qualified drivers, trained and licensed in accordance with applicable laws and the rules and regulations of the District. Contractor agrees that each driver must:</p> <ul style="list-style-type: none"> • Be certified by a duly licensed medical practitioner as medically qualified and free of medical or physical conditions, which, absent reasonable accommodation, would limit safe operation of a vehicle. The physical examination must be conducted prior to employment and periodically thereafter. • Possess a satisfactory driving record and criminal history record, after review of such records prior to employment and periodically thereafter to the extent permitted or available by law. Criminal background checks and approval by District are required prior to servicing District routes. • Prior to employment and from time-to-time thereafter, to the extent permitted by law, undergo such tests as may reveal, within a reasonable degree of medical or scientific certainty, the presence or absence of drugs or controlled substances in the body and such tests as may clinically reveal alcoholism or alcohol abuse. Negative findings for such tests must be a condition of employment. • Meet any other criteria required by law or by District's policies, rules or regulations. 	✓
	Contractor must provide thorough instruction to drivers in compliance with state and federal safety and operations guidelines and regulations. The District shall have the right to review course content.	✓
	The ultimate responsibility and authority to suspend or expel any pupil from transportation services hereunder shall rest with District. Contractor's drivers are responsible only for such discipline as is required to properly and safely operate Contractor's vehicles. Each driver must handle all	✓

	disciplinary matters in strict accordance with District policy. All discipline problems must be reported in writing by the next school day following completion of the route. All further procedures and regulations for the administration of discipline shall be established cooperatively between District and Contractor.	
	Please indicate the areas of the state to which you provide services and specify any additional costs associated with servicing different regions. Refer to Appendix B (Regional Delivery Map) for reference.	✓

1.3 Product Specifications

1.3.1 Reservation of Rights

Please confirm your understanding by checking Yes or No.

x Yes ☐ No

1.3.2 Competition Promoted

Please confirm your understanding by checking Yes or No.

x Yes ☐ No

1.4 Service Specifications

Please confirm your understanding by checking Yes or No.

x Yes ☐ No

1.4.1 Contractor Code of Conduct

Please confirm your understanding by checking Yes or No.

xYes ☐ No

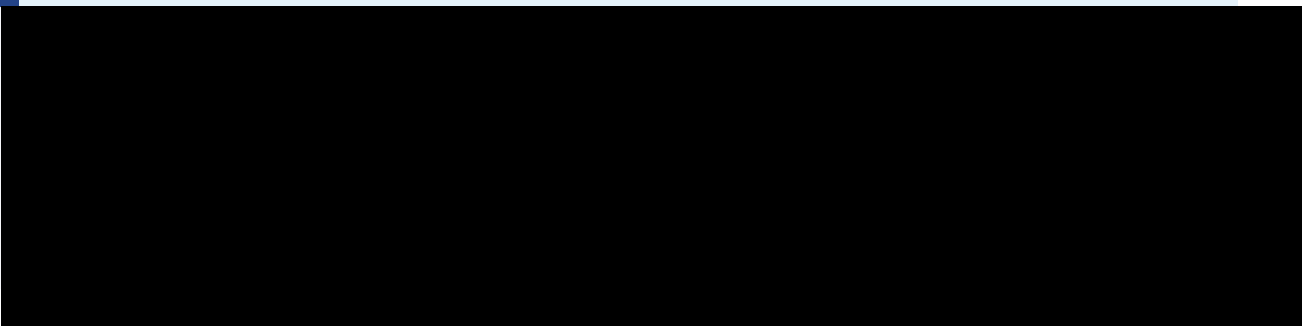
1.5 Service Capabilities

1.5.1 Communication Plan/Contract Management

We currently transport thousands of students every day across our student transit services in the US. These students consist of a wide range of demographics, including McKinney-Vento and Foster students, students with IEP requirements, and students with special needs. We serve student ages ranging from 3 to 21 years. Moreover we have over a decade's experience transporting passengers from other vulnerable populations. We operate over 50 large-scale ADA-paratransit services in the US, along with services tailored to transporting senior populations, and unbanked riders.

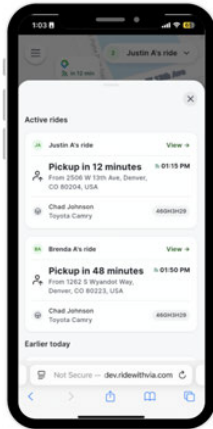
From this experience, we understand the operational challenges at stake in transporting vulnerable populations: delivering high on-time performance, ensuring compliance on routing and pickups and drop-offs instructions, maintaining clean and reliable vehicles, and hiring and training empathetic drivers. From lessons learned over the past decade, our technology has been designed to adapt to the diverse routing, trip, and vehicle needs of different student populations. **Our dedicated team for HVS will maintain open communication with district staff, parents, caregiver and guardians at all times.**

We would be excited to leverage this experience to support HVS in providing transportation for McKinney-Vento students. In the following sections, we provide a detailed description of how we would deliver excellent service to HVS and all students requiring transportation services.





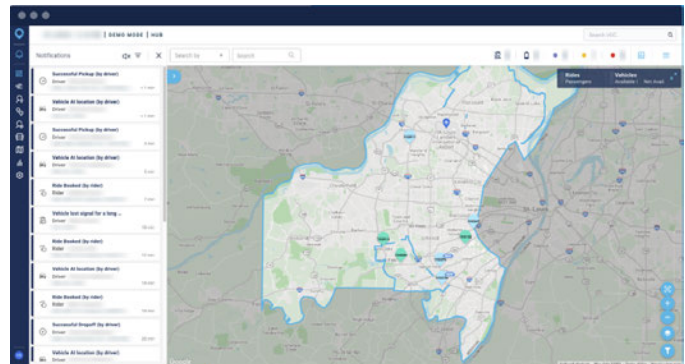
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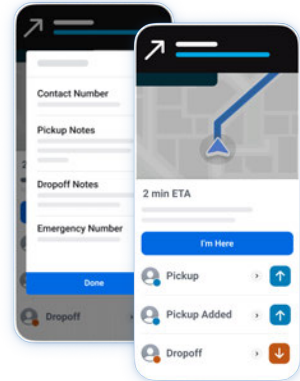
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HVS staff will have access to a dedicated customer support hotline for any ad hoc questions or information on live rides. Further, the district's dedicated Primary Account Representative and Partner Success Manager can be reached via email and phone during regular business hours. Please refer to [Section 1.5.2](#) for more information about our dedicated team for HVS.

Cancellation and "No-Show" Policies

Cancellation Policy

We understand the district's transportation needs will fluctuate throughout the course of the school year. As a result, we do not charge for a ride series cancellation request. We charge the full trip cost for any rides canceled less than 2 hours before service. We do not charge anything for any ride cancellations before then.

Via's No-Show Policy

- Via notifies caregivers and parents of the expected pickup window the night before the ride and sends additional updates when the vehicle is 10 minutes away as well as upon arrival at the pickup location.
- If the driver arrives on time and the student is not present, the driver contacts the caregiver or parent and starts a wait time counter (typically 5–10 minutes, as agreed with the district).
- If the wait time expires without the student showing up, the driver notifies the support center.
- The support center then attempts to reach the caregiver or parent. If these efforts are unsuccessful, the ride is marked as a no-show.

Please refer to the [Pricing section](#) for an overview of our no-show and cancellation pricing for HVS.

Change and Performance Management

Driver Contingency Plan

We maintain a robust standby driver program to ensure we have adequate supply to protect against last minute schedule changes, broken down vehicles, or traffic disruptions. A stable network of backup drivers and vehicles will therefore always be guaranteed. Via also maintains a 24/7 dispatch and customer support team which tracks drivers' progress and intervenes when needed. The Field Manager will be available and monitor the service to prevent any possible service interruptions and facilitate vehicle or driver replacements if needed. We recognize and highly value the importance of having and retaining experienced drivers and have achieved a 100% retention rate last school year.

Field and Operations Staff Contingency Plan

Besides ensuring consistent driver coverage at all times, Via prioritizes maintaining consistent, high-quality services, even in the event of personnel turnover. With over 1,500 full time employees, we have a comprehensive contingency plan in place to ensure smooth operations and minimal disruptions. This plan includes cross-training staff members to handle multiple roles, a robust pipeline of support personnel, and proactive retention strategies to minimize turnover. In the unlikely event of staff changes, we guarantee that all new personnel will be trained in compliance with HVS regulations to ensure a seamless transition and continued safety and reliability for the students we serve.

Via has

- Over 900 full-time employees focused on partner success, marketing, community engagement, service planning, service operation, and business development.
- Over 600 full-time software engineers with deep experience in advanced algorithms, data science, reporting and analysis, digital mapping, database architecture, product management, and app development.

Other methods for ensuring high-quality service

At Via, we recognize that the safety of students relies not only on providing highly trained drivers and a skilled operations and management team but also on the quality and reliability of the vehicles used. In the following section we outline our vehicle fleet requirements to ensure high-quality service for HVS.

Vehicles

Vehicle Fleet Requirements

All HVS vehicles will consist of sedans, SUVs and minivans, and will be subject to strict authorization requirements. Our proposed fleet will adhere to all vehicle licensing, inspection, and maintenance requirements as set forth by HVS, the state of Michigan, and for any industrial, federal, or local applicable laws for licensed student transportation services. Our operational model allows for great flexibility and vehicle availability in day-to-day service, enabling us to dynamically match student transportation needs.

Before authorization for the Via Platform, and at an annual interval, each vehicle must meet vehicle make and model, age, and mileage requirements, which we will determine in conjunction with HVS. We typically require that vehicles be no older than 10 years, suit the service type to be provided, and appear clean and in good repair. Before authorization and at an annual interval, each vehicle must also pass a 19-point vehicle inspection by a licensed mechanic, including the following:

State Inspection Checklist	
<ul style="list-style-type: none">• Foot brakes (check stopping: at 20 mph, vehicle must be capable of stopping within 25 ft)• Emergency brakes (engine stall test)• Steering mechanism• Windshield• Rear window and other glass• Windshield wipers	<ul style="list-style-type: none">• Brake lights• Front seat adjustment mechanism• Doors (open, close, lock)• Horn• Speedometer• Bumpers• Muffler and exhaust system• Condition of tires, including tread depth

<ul style="list-style-type: none"> • Headlights • Tail lights • Turn indicator lights 	<ul style="list-style-type: none"> • Interior and exterior rear view mirrors • Safety belts for driver and passengers
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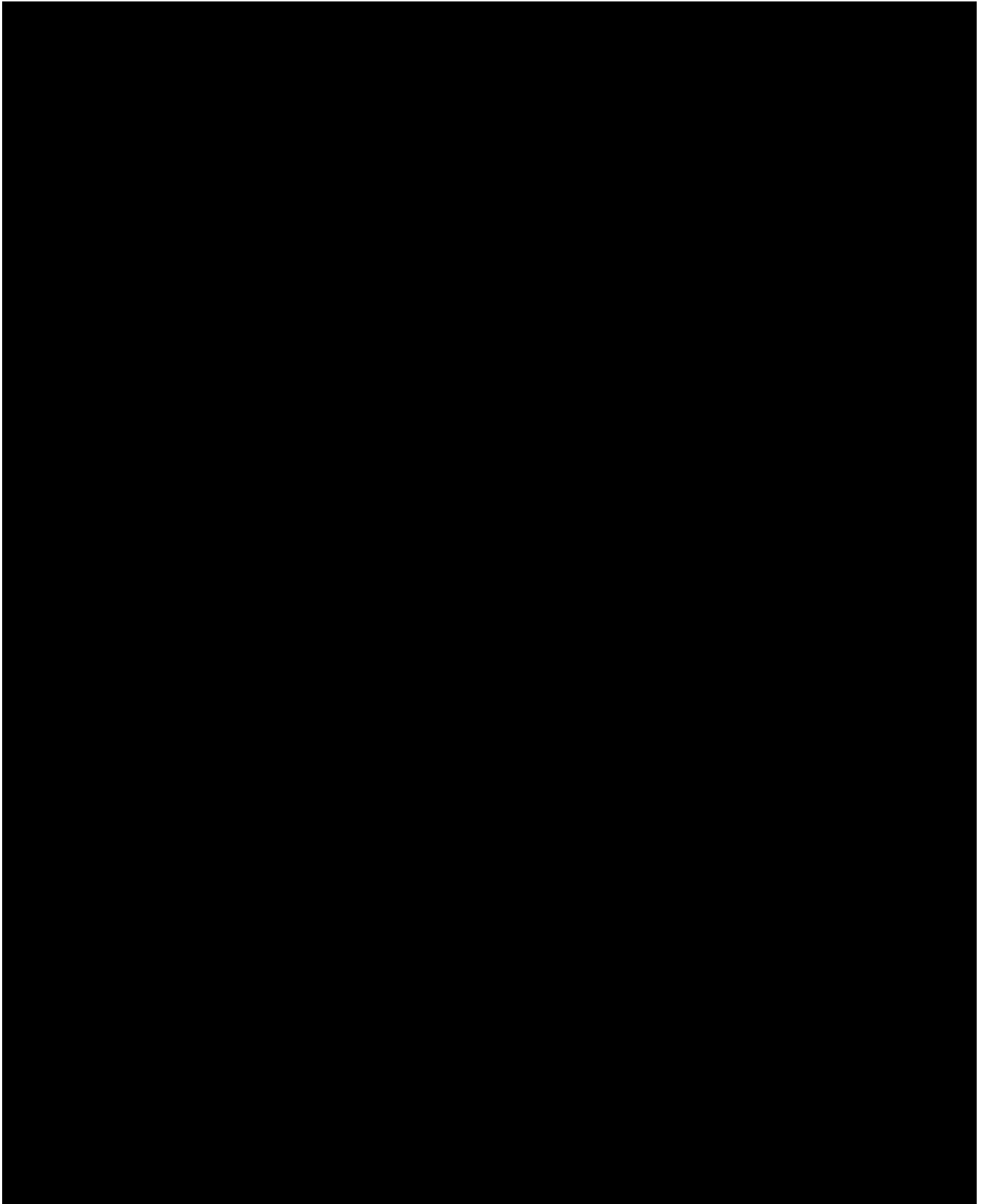
Vehicles that pass this inspection will be documented using our software's fleet management features, ensuring ongoing compliance with authorization requirements.

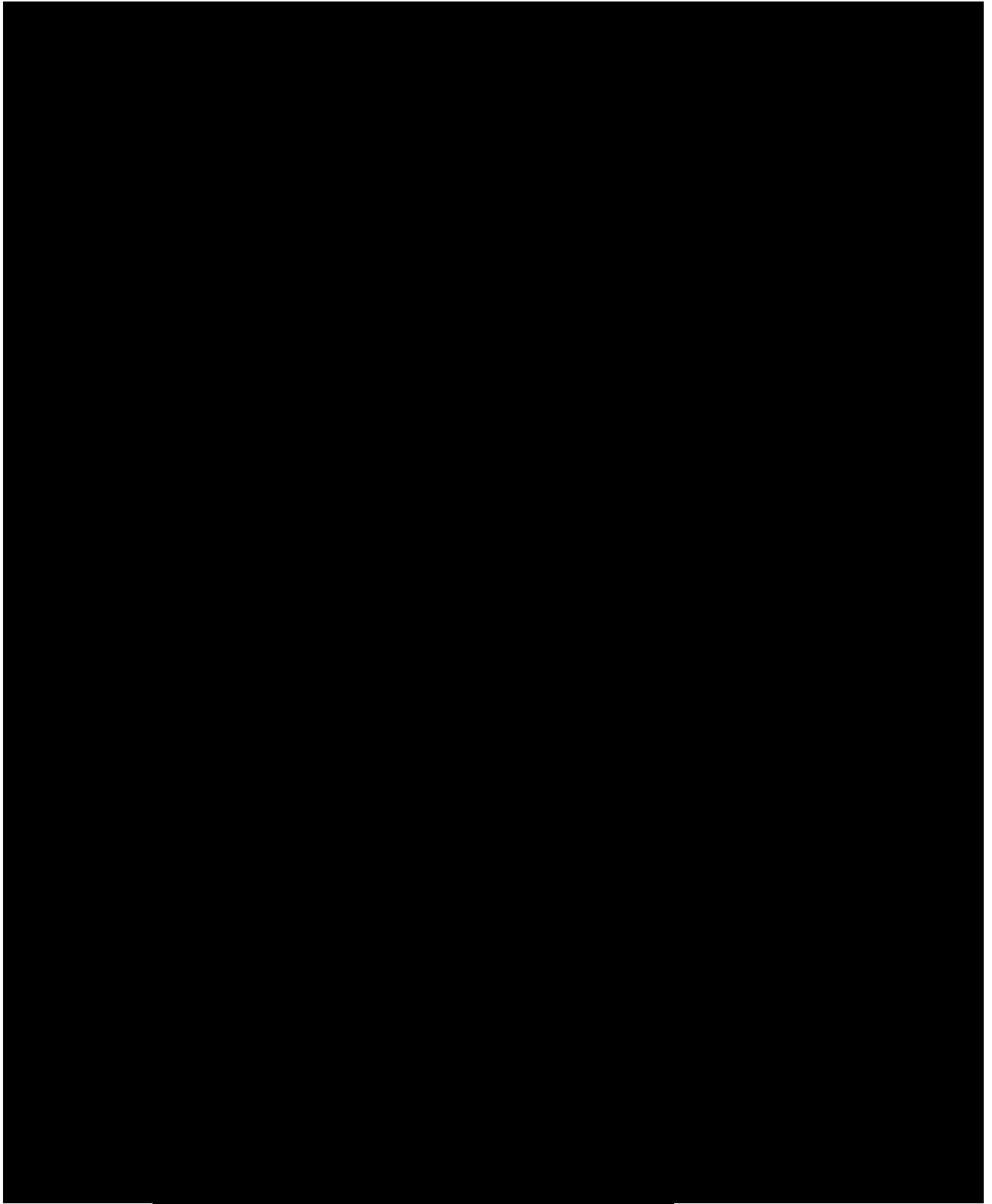
Prior to providing service each day, drivers must complete a vehicle safety check covering various aspects of their vehicle including tire pressure, mechanical condition, affirming necessary equipment is on board, and more. If an issue is reported during the inspection or a vehicle otherwise sustains damage that impairs safe operation, Via's team will immediately remove the vehicle from service until it is repaired, passes inspection, and is able to operate safely. **The status of the vehicle will be managed within the VOC's fleet management features to ensure documented compliance with the requirements.**

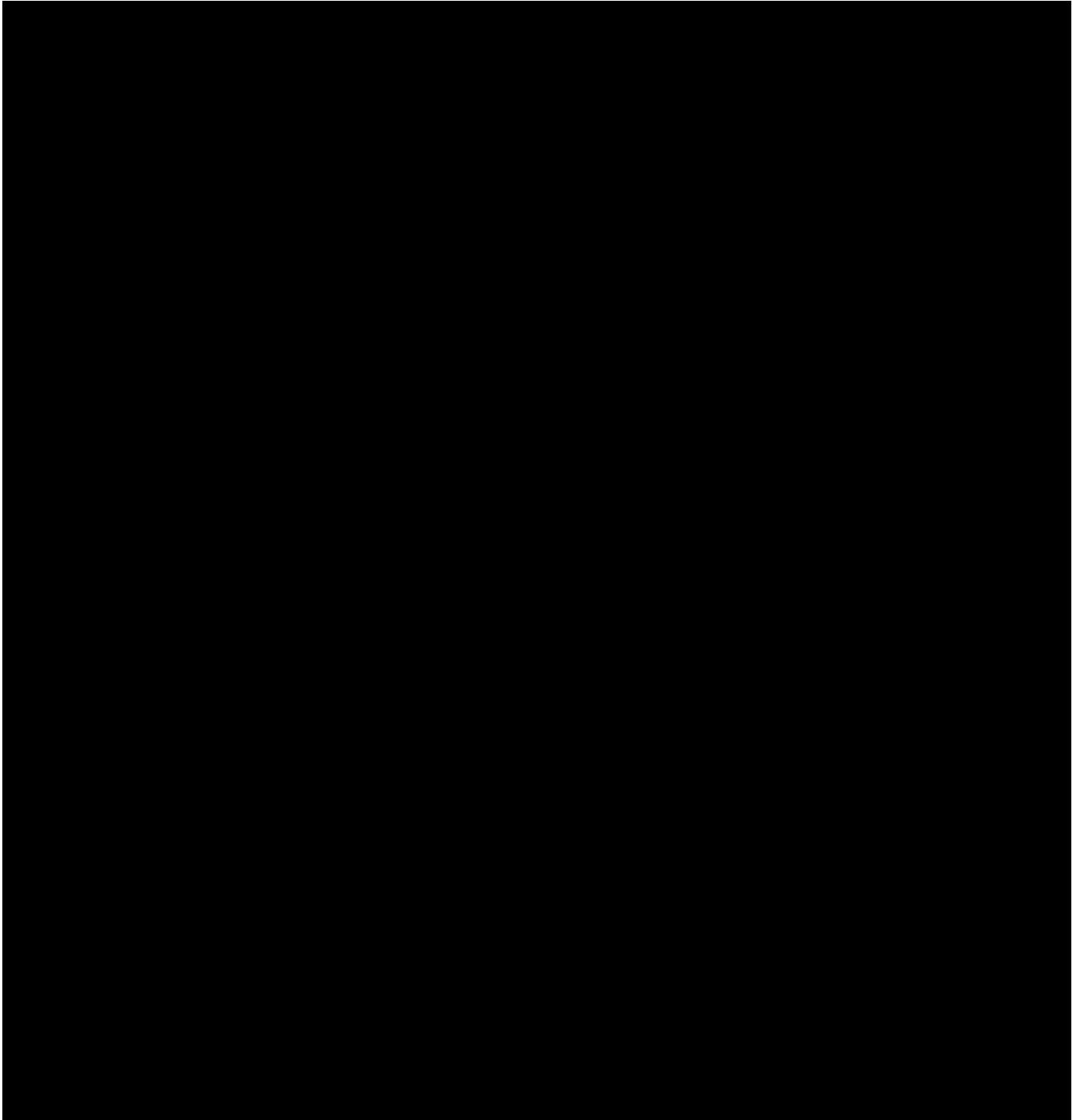
We have designed a recommended maintenance program that is essential for ensuring vehicle safety, prolonging the lifespan of their vehicle, and reducing the risk of unexpected breakdowns. Below is a comprehensive outline of the recommended maintenance program:

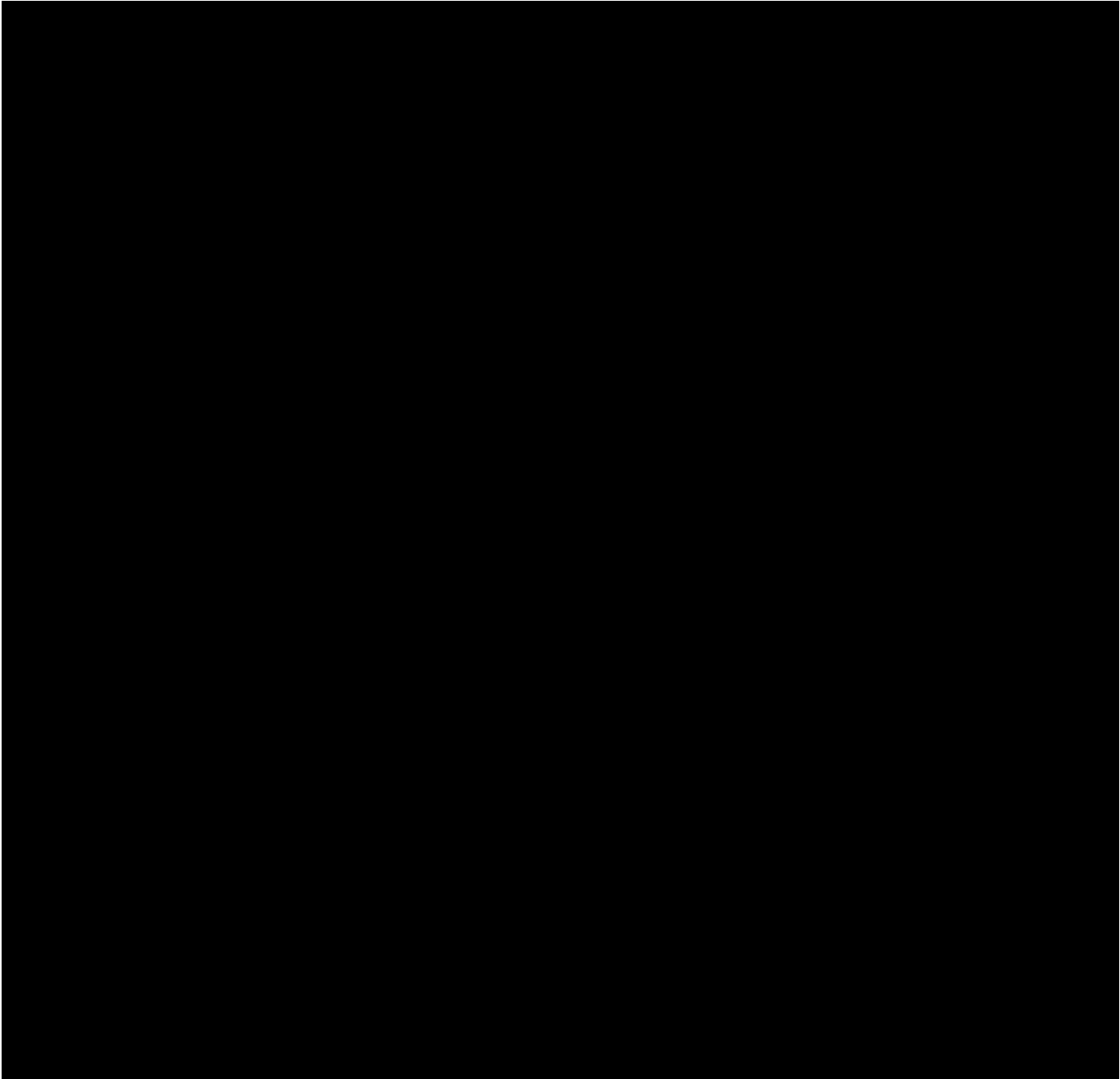
Regular Inspection Schedule	<ul style="list-style-type: none"> • Conduct a weekly visual inspection of the vehicle, checking for any obvious issues such as leaks, tire wear, or damage. • Perform a monthly detailed inspection covering fluid levels (engine oil, coolant, brake fluid, transmission fluid, power steering fluid, windshield washer fluid), tire pressure, lights, brakes, belts, hoses, and battery.
Oil Changes	<ul style="list-style-type: none"> • Follow the manufacturer's recommended oil change intervals based on mileage or time. • Regularly check oil levels between changes, topping up as necessary.
Tire Maintenance	<ul style="list-style-type: none"> • Rotate tires every 5,000 to 8,000 miles to ensure even wear. • Check tire pressure at least once a month and before long trips, adjusting according to the manufacturer's recommendations. • Inspect tires for signs of wear, cuts, or bulges regularly.
Brake System	<ul style="list-style-type: none"> • Inspect brake pads and discs regularly for wear and replace them as needed.

	<ul style="list-style-type: none"> • Check brake fluid level and condition regularly, and flush the system according to manufacturer recommendations.
Fluid Checks and Changes	<ul style="list-style-type: none"> • Follow manufacturer recommendations for changing other fluids such as coolant, transmission fluid, power steering fluid, and brake fluid. • Regularly inspect for leaks in all fluid systems.
Battery Maintenance	<ul style="list-style-type: none"> • Clean battery terminals and cable connections regularly to prevent corrosion. • Check battery voltage and condition periodically, especially before extreme weather conditions.
Air Filter	<ul style="list-style-type: none"> • Inspect and replace the engine air filter according to manufacturer recommendations to ensure proper engine performance and fuel efficiency.
HVAC System	<ul style="list-style-type: none"> • Regularly check the air conditioning and heating systems for proper function and address any issues promptly.
Electric System	<ul style="list-style-type: none"> • Inspect lights (headlights, taillights, brake lights, turn signals) regularly for proper operation and replace bulbs as needed. • Check windshield wipers and washer fluid regularly, replacing blades and topping up fluid as necessary.
Emergency Kit	<ul style="list-style-type: none"> • Maintain an emergency kit in the vehicle containing items such as a flashlight, jumper cables, first aid supplies, basic tools, and emergency contact information.
Record Keeping	<ul style="list-style-type: none"> • Keep detailed records of all maintenance performed, including dates, mileage, and any issues encountered. • Use a maintenance log or digital app to track scheduled maintenance and upcoming service intervals.
Professional Inspections	<ul style="list-style-type: none"> • Schedule regular inspections by a qualified mechanic for more in-depth assessments of the vehicle's condition.









1.6 Customer Service

In line with the district's requirements outlined in the RFP, we will respond to any inquiries within 48 hours or two business days unless it is an emergency. A member of Via's dedicated field and operations team will review any ride request that comes in and confirm if we can serve the ride within 24 hours.



Our team always strives for a quick turnaround on any requests that we receive. **We acknowledge receipt of any request immediately, usually within less than 45 minutes.**



"I appreciate all that you do for this family! The child and her mother speak very highly of the man who has been providing transportation for them."

– Case Worker, El Paso County Department of Human Services

Support Staff

In addition to the individuals introduced in [Section 1.5.2 Primary Account Representative & Key Contacts](#), we will staff this project with a broad supporting cast, which will be managed by Primary Account Representative Nikki and Operations Manager Jaime. This team includes drivers, maintenance personnel, as well as a specially-trained and experienced team of customer support and dispatch agents.

Upon award, we will set up a dedicated customer support hotline for HVS. Our customer support agents are available 24/7 during service hours to answer any questions or concerns. Furthermore, every customer is assigned a dedicated team, including a local Field Manager/Primary Account Representative, a Partner Success Manager and various operational staff members who are available to support with daily operations, broader service analysis and any questions or concerns that may arise. Phone numbers and contact details will be provided to HVS upon award.

The exact number of telephone attendants per partnership varies based on size, location, and specific partner needs. For our nearly 700 partners, we routinely establish dedicated support lines and will employ this same successful approach for HVS. In collaboration with HVS, we develop hyper-local customer service strategies to directly address the needs of their students and caregivers. Our customer support agents are available to assist via phone and email queues. Agents are able to provide support with booking rides, troubleshooting service issues, document student or caregiver feedback, and other needs as necessary. Customer Support performance is regularly monitored to ensure service compliance, and all agents are subject to random quality assurance checks. We have developed predefined escalation procedures to ensure that all concerns are addressed with the appropriate level of support and oversights, and that all relevant parties are kept apprised of updates and resolution timelines. Via maintains two call center facilities in the US in Fort Worth, TX and Salt Lake City, UT.

In particular, agents will monitor live service to track items such as:

- On-time performance
- Whether drivers are late to shifts, have lost signal or are on break
- Whether any vehicles are traveling outside of service zone
- Whether drivers are not en-route to the intended pickup / dropoff location
- Whether drivers are consistent on their routes every day

Agents are trained to execute the following types of interventions:

- Reach out to caregivers to provide updates on any rides that are running late
- Troubleshoot any student or driver issues, such as a driver not being able to locate a student at pickup
- Reach out to drivers for updates on rides that trending late
- Reassign rides to a different available and qualified driver if needed

Via also has a dedicated Incident Management Office which will be responsible for managing any serious incident as well as furnishing a detailed written report to HVS. **In line with the district's requirement, we confirm that all discipline problems will be reported in writing by the next school day following completion of the route.**

Safety Program

Through our experiences operating public and student transit services around the world, we've developed a multi-faceted Safety Program to ensure our student passengers of all ages receive the most efficient and safe transportation possible.

We have designed strict standards and protocols focused around the two most important parts of each student's ride: drivers (outlined in prior sections [Driver Recruitment](#) and [Driver Training](#)) and vehicles (outlined in the [Vehicles](#) section). This ensures that we are able to provide industry-leading safety in our services. Out of the almost 7 million trips that we served in 2024, only 0.006% of Via-provided rides had a substantiated safety-related incident. **Upon award we will provide an emergency contact number for HVS district administrators and caregivers/parents. We will also designate a crisis management contact person for emergency contact and share their contact details with the district prior to service start.**

Emergency Response

Accidents

As a part of our Safety and Emergency Training, we prepare drivers to effectively follow safety and emergency instructions, including how to handle and report accidents and major incidents to Via and HVS. In the very rare event of an accident, Via has established a clear process:

- Via's Incident Management Office is specialized in serious incident response and will take immediate action. Our first priority is ensuring the safety of those involved in the accident, including coordinating medical support if needed and filing a police report.
- While we're ensuring that the safety at the scene is ensured, **Via's Incident Management Office will inform HVS's designated representative by telephone, and the student's caregiver immediately** and will submit an initial incident report no later than 1 business day.
 - In line with the district's expectations, written notification will contain a full and complete statement of all relative facts including police case number

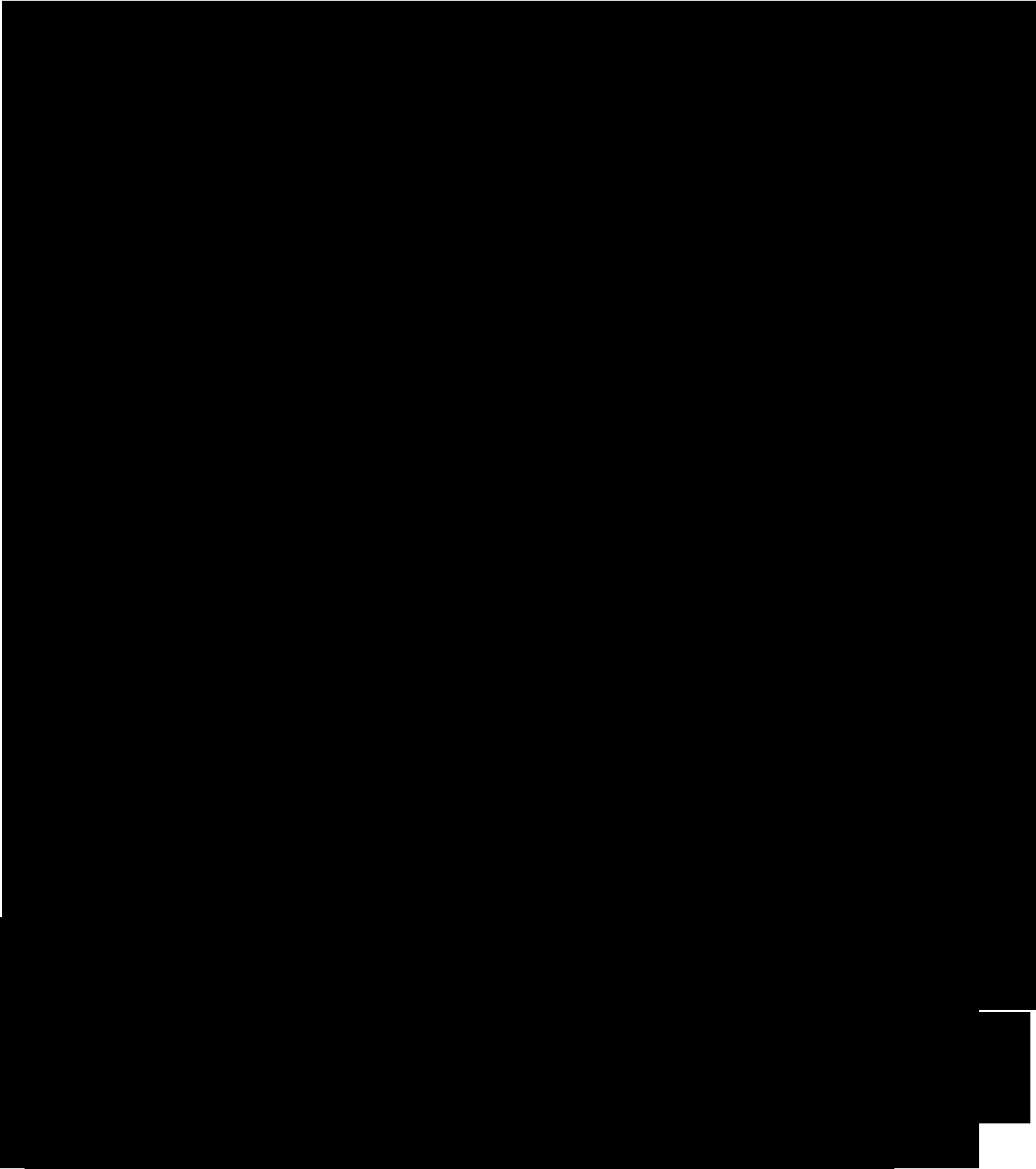
and accident report when available, as well as a list of the student riders present at the time of incident.

- The driver partner's access to the platform and eligibility to drive will be immediately suspended pending the outcome of our internal investigation.
- Via's Incident Management Office will conduct a full review of the accident and will share the results of the investigation with district officials within five business days.
- Based on the full review, a decision will be made for the release of driver partner access restriction or termination within five business days, subject to the district's approval.

Vehicle and Driver Replacement

We maintain a robust standby driver program to ensure we have adequate supply to protect against last minute schedule changes, broken down vehicles, or traffic disruptions. A stable network of backup drivers and vehicles will therefore always be guaranteed. Via also maintains a 24/7 dispatch and customer support team which tracks drivers' progress and intervenes when needed. The local Field Manager will also be available and monitoring the service to prevent any possible service interruptions and facilitate vehicle or driver replacements if needed.





[REDACTED]

[REDACTED]



[REDACTED]

1.7 Purchase Orders

Please confirm your understanding by checking Yes or No.

☒ Yes ☐ No

1.8 Delivery & Acceptance

Ordering Procedure and Launch Process




Upon award or contract signature, our team will set up a meeting with the district partner to discuss our proposed launch roadmap and workstream from kickoff, to implementation, testing and finalization to launching the service.

Below, we have included a high-level summary of some of the key inputs that we'll use to inform our program launch and pickup and dropoff procedures. Of course, we will exchange information as it relates to standard operating procedures, as well as preferred communication methods between Via and the district as well as the Caregivers. Upon award, we look forward to defining the ideal launch roadmap as well as any other guidelines in collaboration with the district. We can usually launch a new service within 6-8 weeks following contract signature. **Greg Centini, Head of Via Student Transit Partnerships, is the district's dedicated Point of Contract during the ordering and contracting process.**



Please refer to section [1.5.1 Communications Plan](#) for more information about adding new students to an existing service as well as the associated timelines. Existing services are any district partners that Via actively transport students for.

Proposed Launch Roadmap

Workstream	Kickoff	Implementation	Testing and finalization	Launch!
 District mapping and tech setup	<ul style="list-style-type: none"> Define district-specific parameters, review mapping inputs, etc. 	<ul style="list-style-type: none"> Programs service design settings into system 	<ul style="list-style-type: none"> Conduct automated and end-to-end tests and tweak service as needed 	<ul style="list-style-type: none"> Adjust service settings if needed based on initial outcomes
 Operational procedure development	<ul style="list-style-type: none"> Determine key policies affecting operations, including scheduling and communication 	<ul style="list-style-type: none"> Build procedures to align to policies Review scenarios to determine procedures are exhaustive 	<ul style="list-style-type: none"> Perform dry runs of each procedure and adjust as necessary 	<ul style="list-style-type: none"> Continually improve policies to maintain high quality of service
 Driver acquisition and training	<ul style="list-style-type: none"> Confirm district-specific requirements for driver qualifications 	<ul style="list-style-type: none"> Recruit and onboard drivers 	<ul style="list-style-type: none"> Conduct driver training and run test routes to ensure compliance 	<ul style="list-style-type: none"> Monitor driver performance through initial weeks of service

1.8.1 Delivery Time Frames

Please confirm your understanding by checking Yes or No.

☒ Yes ☐ No

1.8.2 Reporting Capabilities

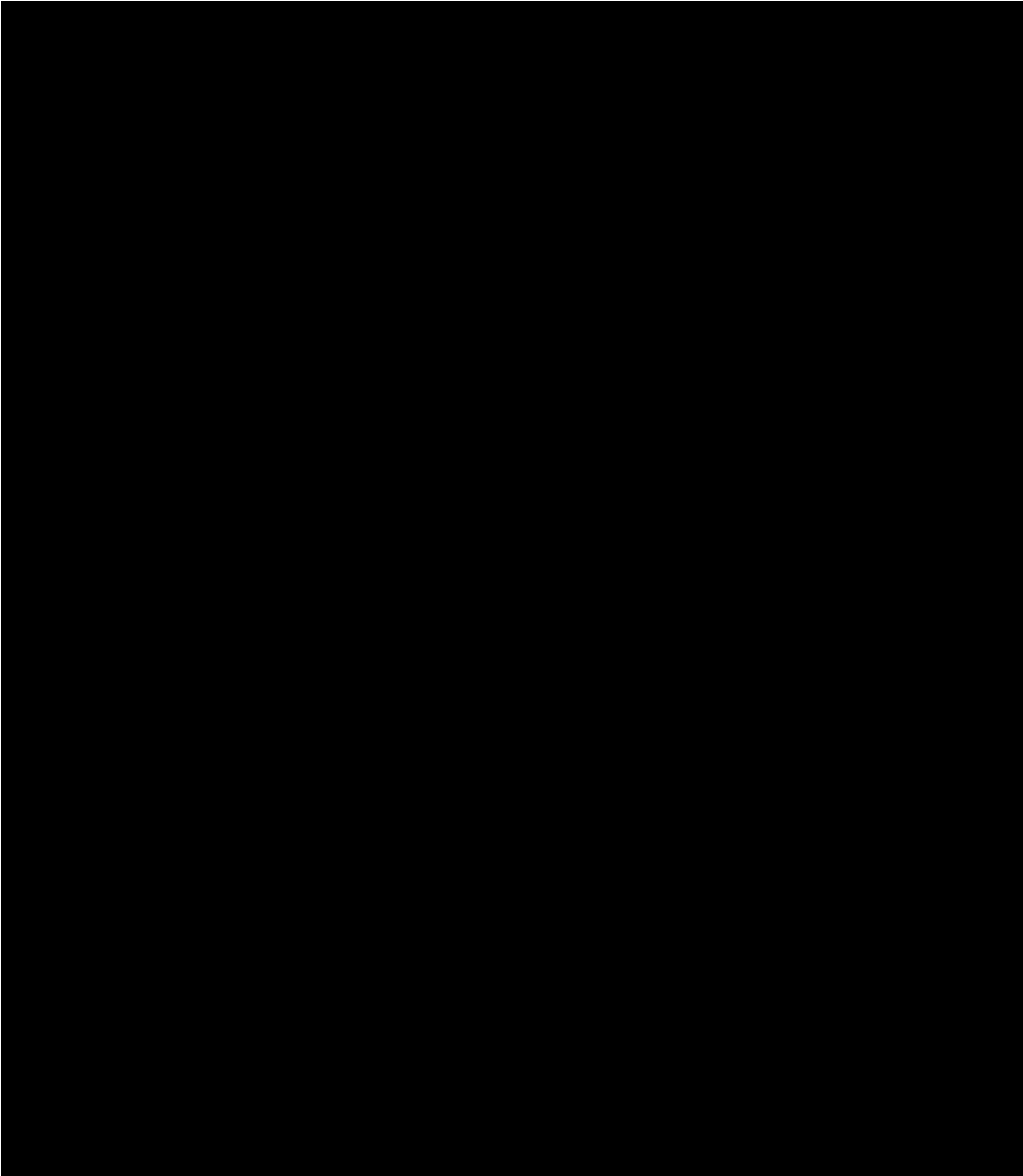
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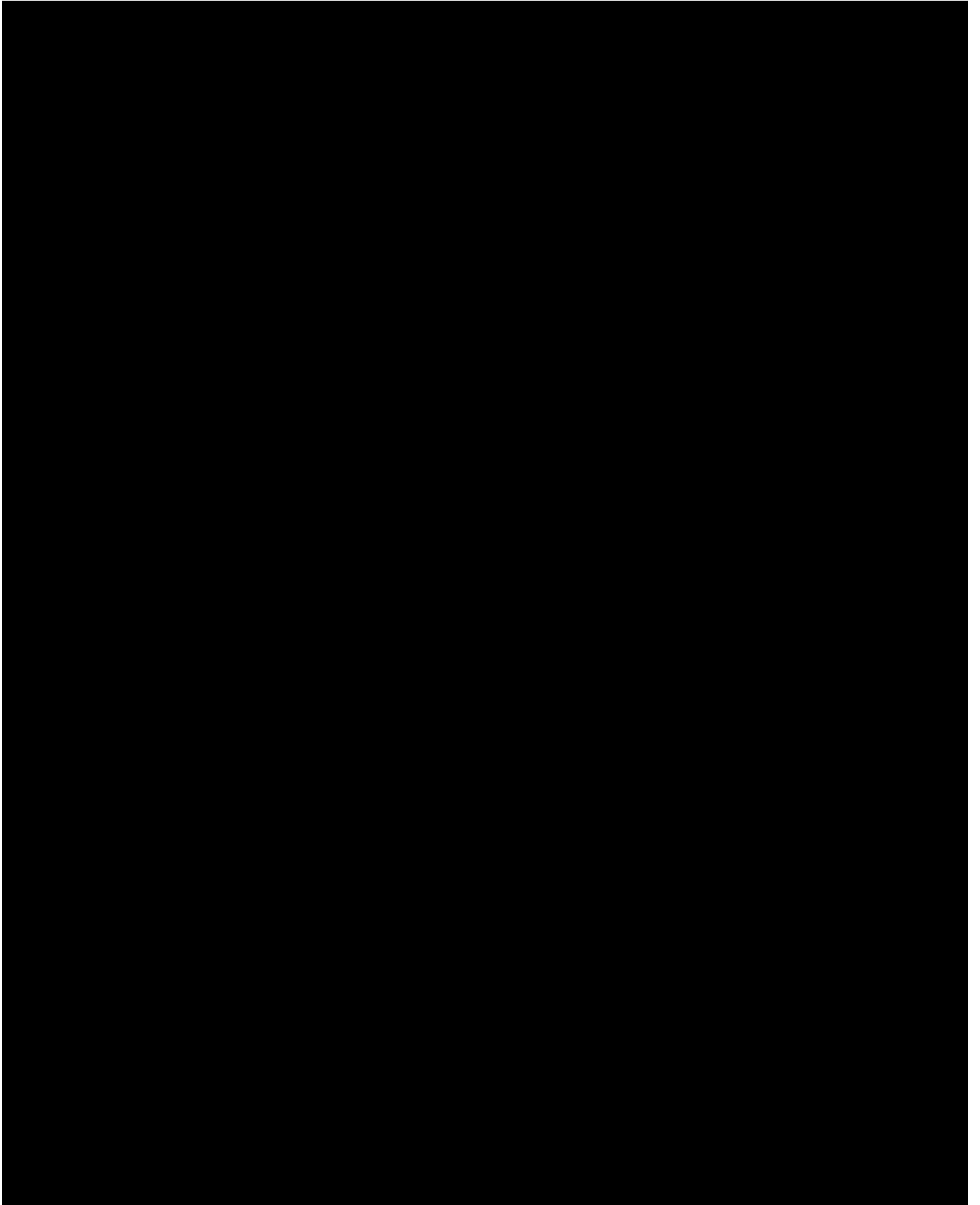
☒ Yes ☐ No

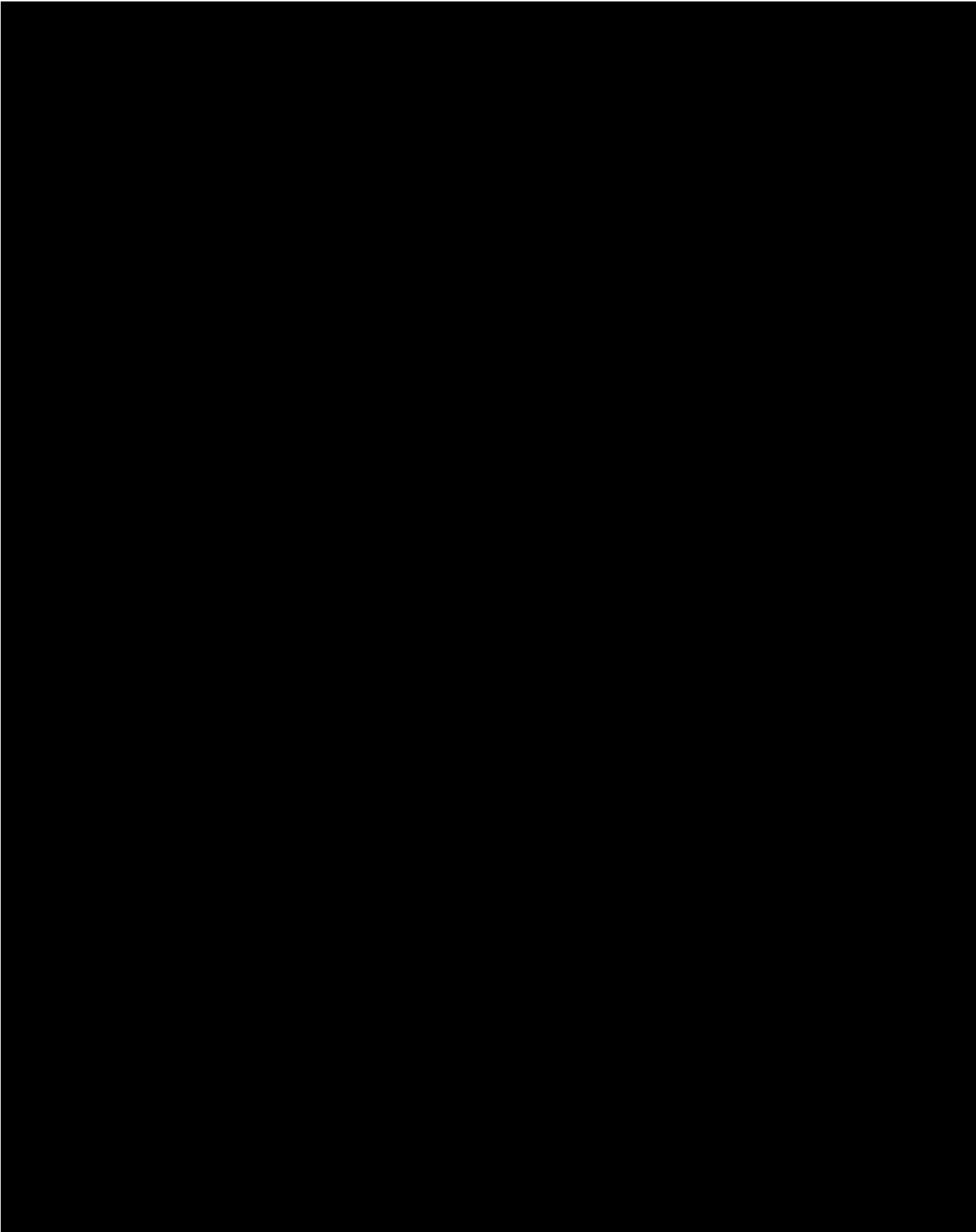
1.8.3 Shipping Errors

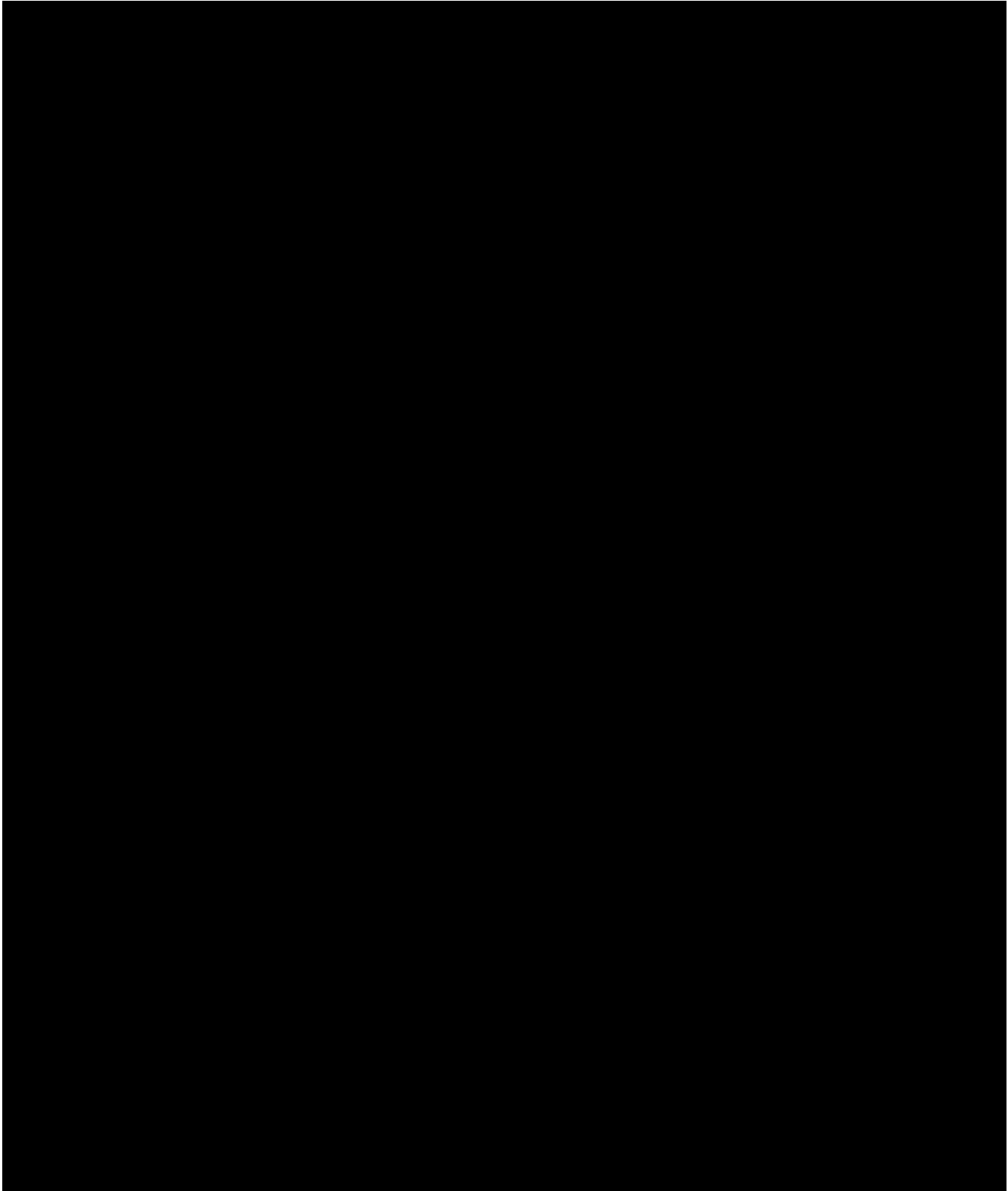
Please confirm your understanding by checking Yes or No.

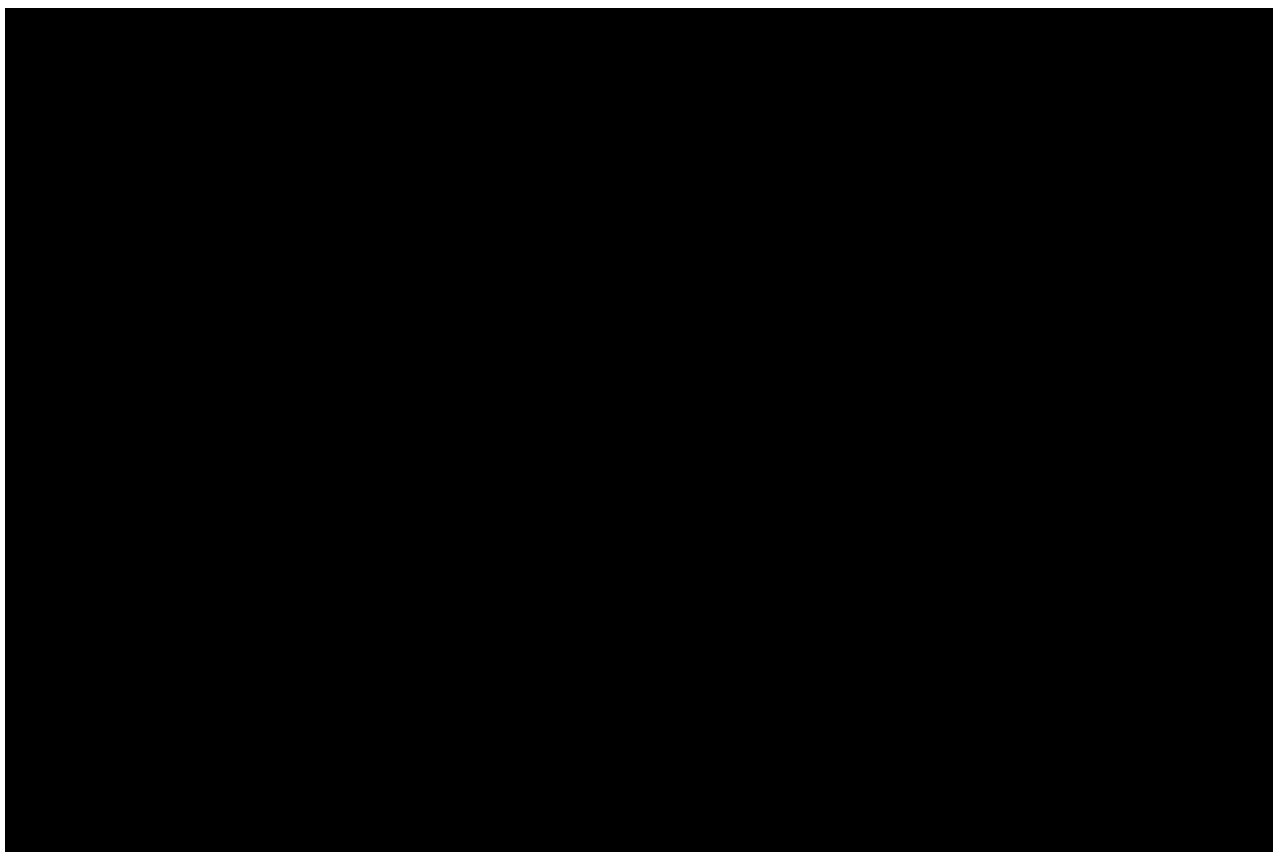
☒ Yes ☐ No











Driver Recruitment

As transportation providers across the country have struggled to staff their services, we have had no driver shortages and have onboarded more than 10,000 drivers in the last two years. We deliver these results with a combination of incentives, including above-market wages, high-touch support, targeted driver marketing, and a shift-claim model that gives drivers significant input into their own schedules.



By leveraging advanced technology, attractive compensation models, and a robust recruitment and employee retention infrastructure, Via's driver model enables us to handle an unlimited number of rides. To ensure that the service is adequately staffed with a large pool of qualified drivers, our dedicated Driver Recruitment team has developed a playbook of incentives and support systems that we can leverage to meet HVS's unique needs. This team of 15 experts in driver recruitment is very familiar with the Detroit metro driver market and actively recruiting and retaining drivers for our existing student transit services in the area.

This is paired with a rigorous screening process to ensure that our drivers are qualified and capable of providing an exceptional quality of service. As a prerequisite, we only hire drivers who understand and recognize our high expectations and will act in accordance with our policies. More specifically, **we have a zero-tolerance policy with our drivers that encompasses all inappropriate or unsafe behavior.** We require written acknowledgement and a pledge from each of our drivers that they understand our zero tolerance policy, will complete our required training, and will operate with the highest level of integrity.

Once these expectations have been acknowledged, our drivers are subject to local, state, and federal licensing requirements, as well as strict screening requirements. We work closely with our district partners to develop screening requirements that are in line with their expectations and service goals. These often include:

- ✓ Cleared background checks for child welfare, criminal, and sex offender registry before joining, and every 12 months thereafter
- ✓ Minimum years caregiving experience: **5 years** (as a parent or professional caregiver)
- ✓ Cleared driving record
- ✓ Minimum years driving experience: **5 years**
- ✓ Medically certified and free of limiting medical or physical conditions
- ✓ Satisfactory driving record and criminal history record
- ✓ Follow ADA requirements, anti-discrimination and sexual harassment policies, and federal, state, and local traffic regulations
- ✓ Minimum age: **25 years**
- ✓ Provide transportation services in a professional and safe manner
- ✓ Provide additional assistance to students and follow instructions
- ✓ FTA-compliant mandatory drug & alcohol testing
- ✓ Full English proficiency
- ✓ Complete certifications regarding child passenger safety, wheelchair-accessible vehicle (WAV) safe operation, and more
- ✓ Adhere to ESSA compliance

Driver Training

At Via, we understand that student safety is paramount. In light of Via's rich history as public transportation and paratransit operators, we've embedded driver safety training as a guiding principle into our overall recruitment and onboarding program. Once drivers have met and passed the screening requirements outlined in the previous section, they will undergo thorough



training to ensure safe and empathetic service for students of all ages.

Our drivers play a key role in our services and in ensuring the wellbeing of our riders. Our approach is grounded in empathy and understanding. We emphasize these values in our driver training programs, particularly for those working with McKinney-Vento students. Many of the individuals that drive for Via services are former educators, nurses or even school bus drivers. The training we provide recognizes the unique emotional and psychological challenges faced by these children and young adults. We also provide specialized training sessions that focus on developing skills such as active listening, patience, and sensitivity to trauma. This training helps our drivers create a supportive and comforting environment, ensuring that students feel safe, respected, and understood during their transportation experience. Additionally, we encourage continuous learning and provide resources to our drivers to better understand the experiences of the students they serve.

Our proposed program for training drivers includes the following curriculum, in addition to an hour-long mandatory onboarding session, delivered through a combination of third-party expert training, in-person learning, and e-learning modules. **Upon award, we would work closely with the district to develop a training program that is in line with your expectations as well as state and federal safety and operations guidelines and regulations to ensure the best service possible for students.**

Via Student Transit Driver Training Curriculum	
1.	Zero-tolerance orientation and pledge: Each Driver Partner must undergo training and sign a pledge that they adhere with Via's overall student transit policies related to safety and conduct.
2.	Essentials of the HVS service: This session provides an overview of the HVS service so that Drivers can feel empowered to assist caregivers and student riders.
3.	Safe and defensive driving: Via works with reputed third-party training providers such as Samba Safety and Smith System, and requires drivers to complete certification programs from these vendors. The topics covered under these courses include defensive driving techniques, anticipating and avoiding

road hazards, driving at night, ensuring safe pickup and dropoff locations for students, and reacting to road hazards outside your control.

4. **The Americans with Disabilities Act (ADA), Disability Awareness, and serving underage passengers with Special Needs:**

Via offers in-house training on topics including protections against disability discrimination, types of disabilities, effective communication with riders that have disabilities, and providing service to underage passengers with special needs.

5. **Safety and Emergency Training:**

We prepare drivers to effectively follow safety and emergency instructions, including how to handle and report accidents and major incidents to Via and HVS.

6. **First-aid and CPR:**

Via looks for drivers who have completed basic certification programs for first-aid and CPR, and offers opportunities to complete these programs at no cost to our drivers.

7. **Using the Via Driver Application:**

We offer a robust mix of live training sessions and written materials regarding the Via Driver App to ensure that drivers are familiar and comfortable with our technology, including how to troubleshoot or report any technical issues as they arise.

8. **Installing car seats:**

Our drivers are trained in the installation of car and booster seats. Training is typically provided by a certified provider, such as the local Fire Department.

9. **Securing wheelchairs (as needed):**

Our drivers are trained in the proper securing of wheelchairs in the vehicles to ensure proper securement of all students with wheelchairs and other medical equipment

10. **Trauma-informed care:**

Via drivers are equipped to support students who have experienced trauma. Training covers recognizing signs of trauma, creating a calm and predictable environment, using de-escalation techniques, and building trust with students through positive interactions. Drivers also receive guidance on effective communication, maintaining confidentiality, and responding to challenging behaviors with patience and empathy.

Once they are on the road, drivers are continuously evaluated based on feedback received from district administrators and caregivers, continuous driver record monitoring, and observation by our local field staff. Via regularly runs reports on driver performance including for metrics such as on-time performance and student or caregiver feedback to identify drivers who may require additional training. Drivers who fail to improve with additional training, or who are failing to meet Via or HVS service contract standards, will undergo retraining or in some cases may be removed from the service altogether.

Drivers are required to undergo ongoing checks to ensure that they remain compliant with our safety criteria. These include Quarterly Motor Vehicle Record checks, Quarterly Criminal Background checks, Random DOT compliant Drug and Alcohol testing, annual driving record checks, and more.

1.10 Orders/Delivery Reporting/Customer Service

1. Generally

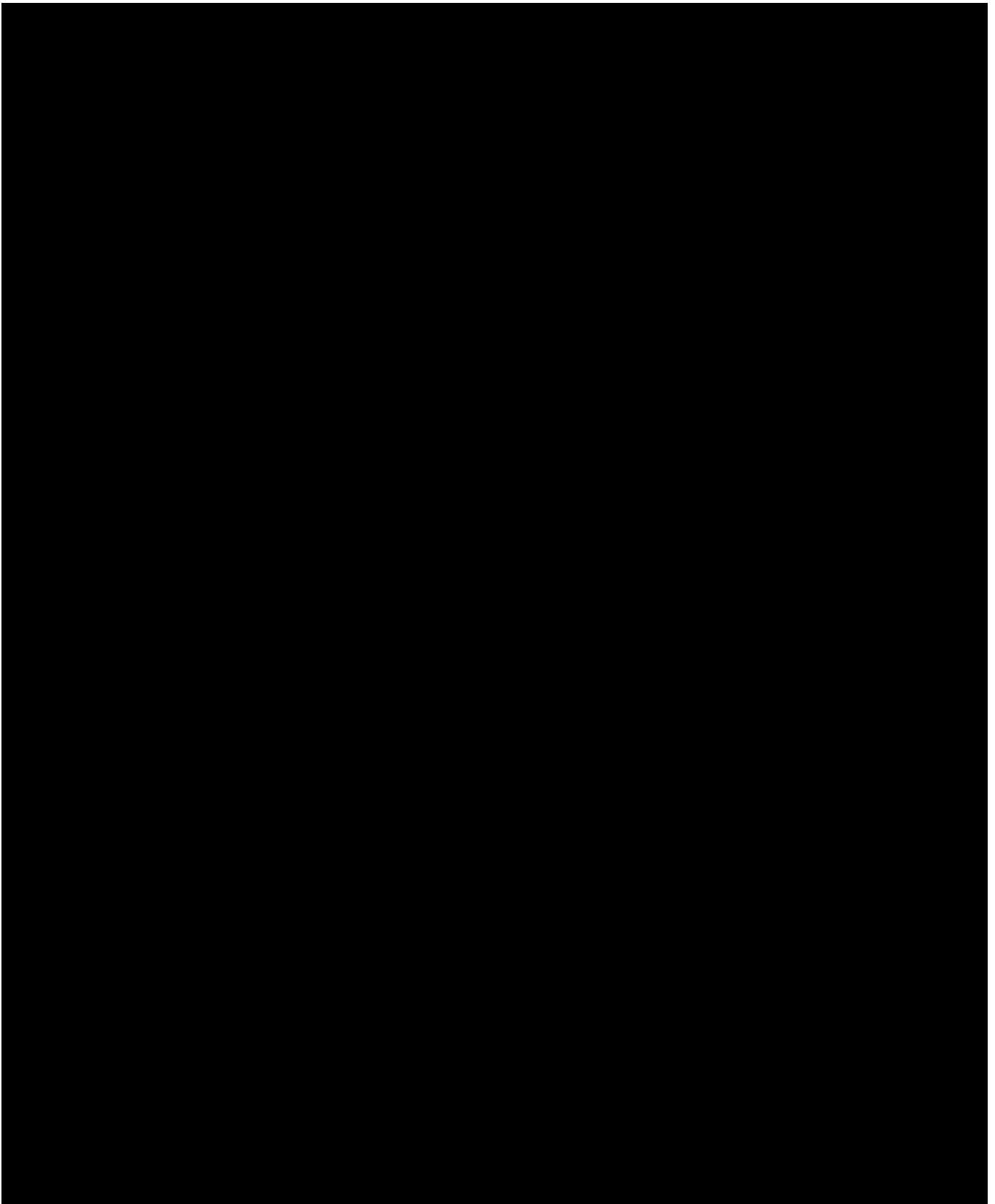
Via is fully equipped to meet the ordering and coordination requirements outlined in section 1.10 and has extensive experience supporting multi-agency partnerships across the country. We recognize the importance of clear, streamlined processes for both placing and responding to service requests and, upon award, look forward to implementing our process in partnership with HVS, MAC and any participating agencies.

2. Ordering Process Capabilities

Partnerships and Contracting Lead Greg Centini will be Via's dedicated point of contact for any agencies wishing to issue Purchase Orders. Greg and his team will be available via email and phone as well as in person to answer any questions about Via's services. Upon award we will provide his contact information for any inquiries.

1.11 Pricing Schedule & 1.12 Price Assurance

We hereby confirm acknowledgement of the requirements outlined under section 1.11 and section 1.12 in the RFP document. Please refer to [Appendix A](#) for our pricing schedule.





SECTION 2.0 – BIDDER INFORMATION AND ACCEPTANCE

1. The undersigned declares that the bid documents, including, without limitation, any RFP Addenda and Exhibits have been read.
2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the bid documents of RFP # HV-952-011625 McKinney-Vento Transportation Services.
3. The undersigned has reviewed the bid documents and fully understands the requirements in this bid and that each bidder who is awarded a contract shall be, in fact, a prime contractor, not a subcontractor, and agrees that its bid, if accepted by Huron Valley Schools, will be the basis for the Bidder to enter into a contract with Huron Valley Schools in accordance with the intent of the bid documents.
4. The undersigned acknowledges receipt and acceptance of all addenda.
5. The undersigned agrees to the following terms, conditions, certifications, and requirements listed in Section 2.3:
 - Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
 - Certification Regarding Nondiscrimination Under Federally and State Assisted Programs
 - Assurance Regarding Access to Records and Financial Statements
 - Iran Economic Sanctions Act
 - Familial Relationship Disclosure
 - Non-Collusion Affidavit
6. The selected Contracting Agency will be required to sign a Confidentiality Agreement to protect the data supplied by the schools and agencies. The selected Contracting Agency will adhere to all provisions of the Federal Family Educational Rights and Privacy Act (FERPA, 20 U.S.C. 123g), Michigan Education Code, and District policies regarding the protection and confidentiality of data. At all times, the Contracting Agency will consider all data collected in the course of their duties to be protected and confidential. The Contracting Agency needs to explain how it will clean the hard drives in the copier machines at lease end or changes in copier machines to ensure removal and protection of data.
7. The undersigned acknowledges that bidder will be in good standing in the State of Michigan, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFP and associated bid documents.
8. It is the responsibility of each bidder to be familiar with all of the specifications, terms and conditions and, if applicable, the site condition. By the submission of a bid, the bidder certifies that if awarded a contract they will make no claim against Huron Valley Schools based upon ignorance of conditions or misunderstanding of the specifications.



9. Patent indemnity: Vendors who do business with the Huron Valley Schools shall hold Huron Valley Schools, its officers, agents and employees, harmless from liability of a nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.
10. Insurance certificates are not required at the time of submission. However, if awarded, the Contractor agrees to meet the minimum insurance requirements posted in the terms and conditions. This documentation must be provided to Huron Valley Schools, prior to award, and shall include an insurance certificate and additional insured certificate, naming Huron Valley Schools, which meets the minimum insurance requirements, as stated in the terms and conditions.
11. Bidders are requested to submit a bid on any category(s) that they are able to supply as specified. Substitutions will not be considered. If the documents note "or acceptable equal" all manufacturers will be considered. Products for consideration must comply with bid category "general notes" and identify discrepancies where product does not meet or exceed the specified (basis of design) product for design, finish, and quality.
12. Should a Bidder find discrepancies in, or omissions from the specifications, details, instructions and bid proposal form, or should the bidder be in doubt as to the meaning, the bidder should notify, the bid contact who will send written instructions to all appropriate Bidders. The Owner shall not be responsible for any oral instructions.
13. It is the Bidder's responsibility to note any detail or specification that, in his opinion, is not practical or functional.
14. Interpretations and supplemental instructions will be issued by Addenda. No Bidder shall rely on any interpretations or corrections given by any other method. Interpretations, corrections, or changes of the Bidding Documents made in any other manner will not be binding.
15. Copies of addenda will be made available for inspection wherever Bidding Documents are posted.
16. Addenda will not be issued later than three (3) days, (72 hrs.) prior to the date of receipt of bids (excluding weekends and holidays), except an addendum withdrawing the request for bids or postponing the bid date.
17. Failure of Bidder to receive such addenda shall not relieve him from any obligation under his bid as submitted.
18. Failure to comply with instructions stated in this section may result in rejection of bid.

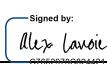


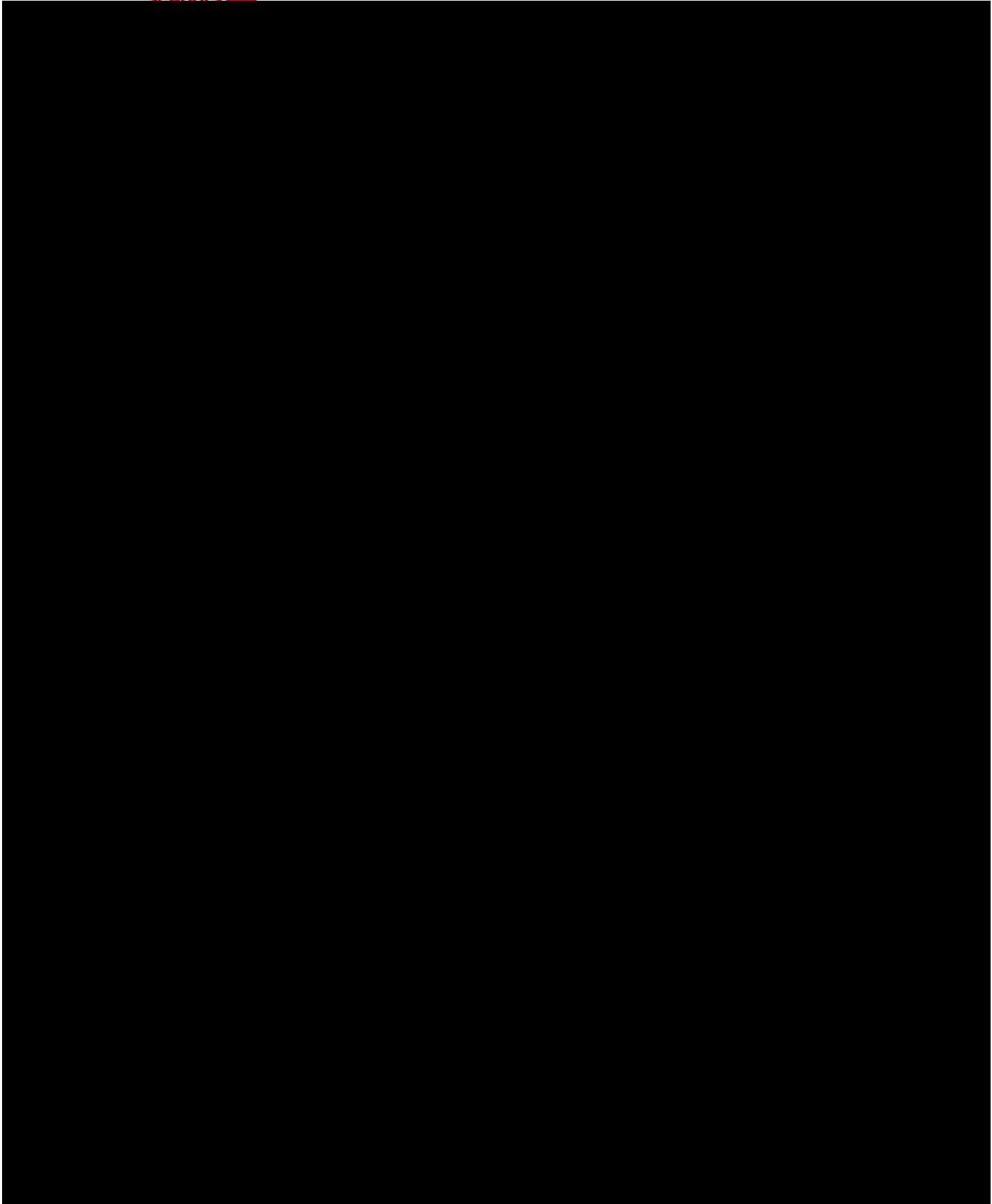
19. After a contract agreement has been executed, the Bidder shall not be allowed any sum over and above the price(s) specified in the contract agreement.
20. Huron Valley Schools requires all Contractor owners, employees, agents, representatives, subcontractors, and/or other personnel who will be present on School grounds to submit to a criminal history background check. This background check will include a requirement for each contractor owner, employee, agent, representative, subcontractor, and/or other personnel to be screened before he/she enters School grounds. A valid State ID card or Driver's License is required to complete the background check.
21. All information issued prior to the close of the bidding period shall be included in returned bid proposals and acknowledged on the Bid Proposal Form.

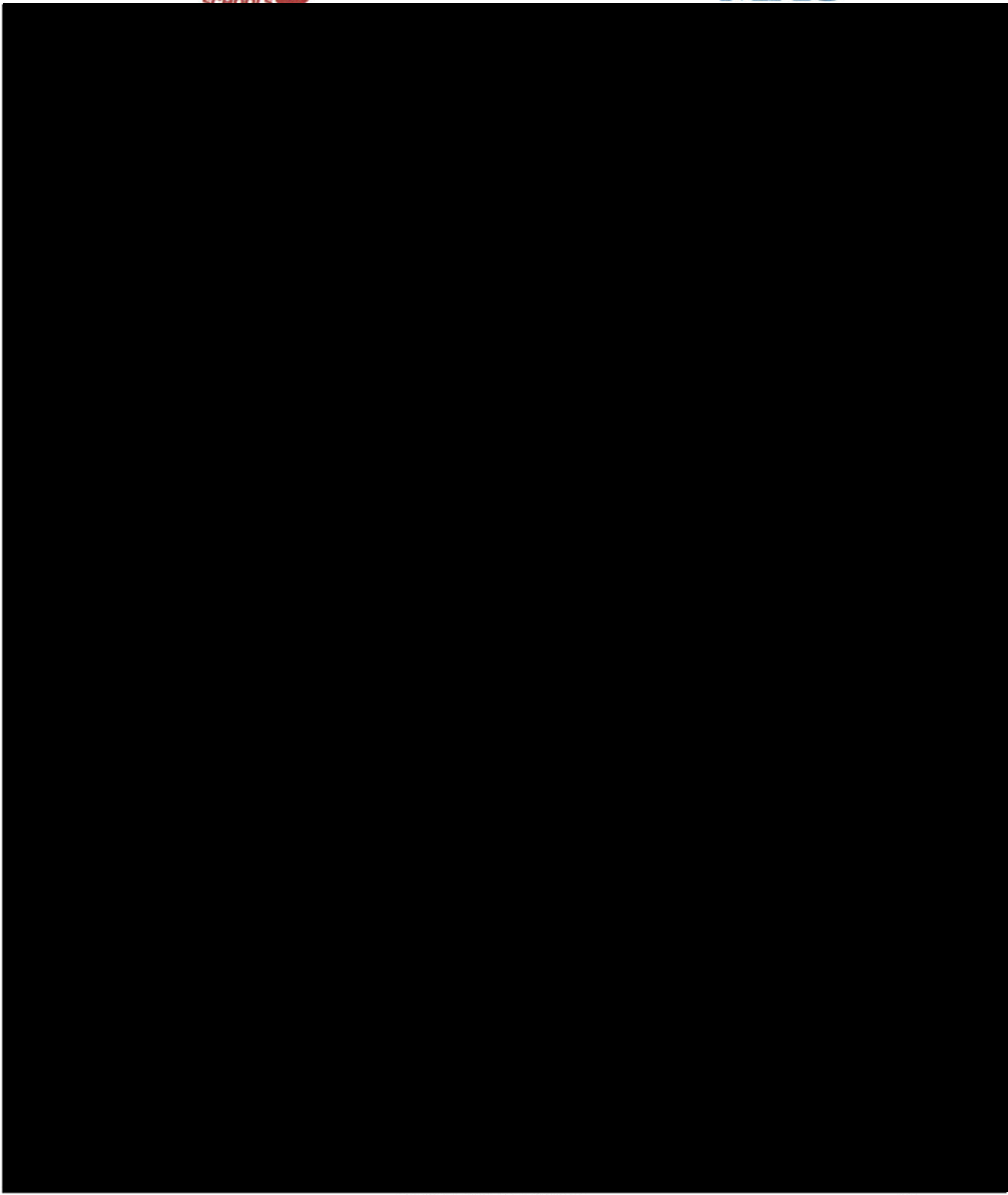
Solicitation Terms and Conditions – HVS/MAC Master Agreement Template: [Business Office | \(hvs.org\)](https://hvs.org)



2.1 Company Profile

Official Name of Bidder: River North Transit LLC		Type of Entity/Organization (check one): <input type="checkbox"/> Corporation <input type="checkbox"/> Joint Venture <input type="checkbox"/> Limited Liability Partnership <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Limited Liability Corporation <input type="checkbox"/> Non-Profit / Church <input type="checkbox"/> Other: _____
Street Address: 114 5th Avenue, FL 17		
City: New York		
State: New York	Zip Code: 10011	
Website: https://ridewithvia.com/		
Primary Contact Name: Patricia Wahren		
Primary Contact Phone Number (888) 501-7511 Ext. 4		
Primary Contact Email Address: procurement@ridewithvia.com		
Dunn & Bradstreet (D&B) Number (if applicable): 116913806		
Has your company been debarred by the Federal Government? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes, has it been lifted and if so, when?</i>		
Has your company been debarred by State Governments? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes, has it been lifted and if so, when?</i>		
Brief history of your company, including the year it was established: River North is a Delaware LLC established in 2015. It is the wholly-owned subsidiary of Via Transportaiton Inc., established in 2012.		
Signature: 		
Name and Title of Signer: Alex Lavoie, Manager		
Date: 4/8/2025		



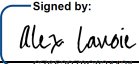


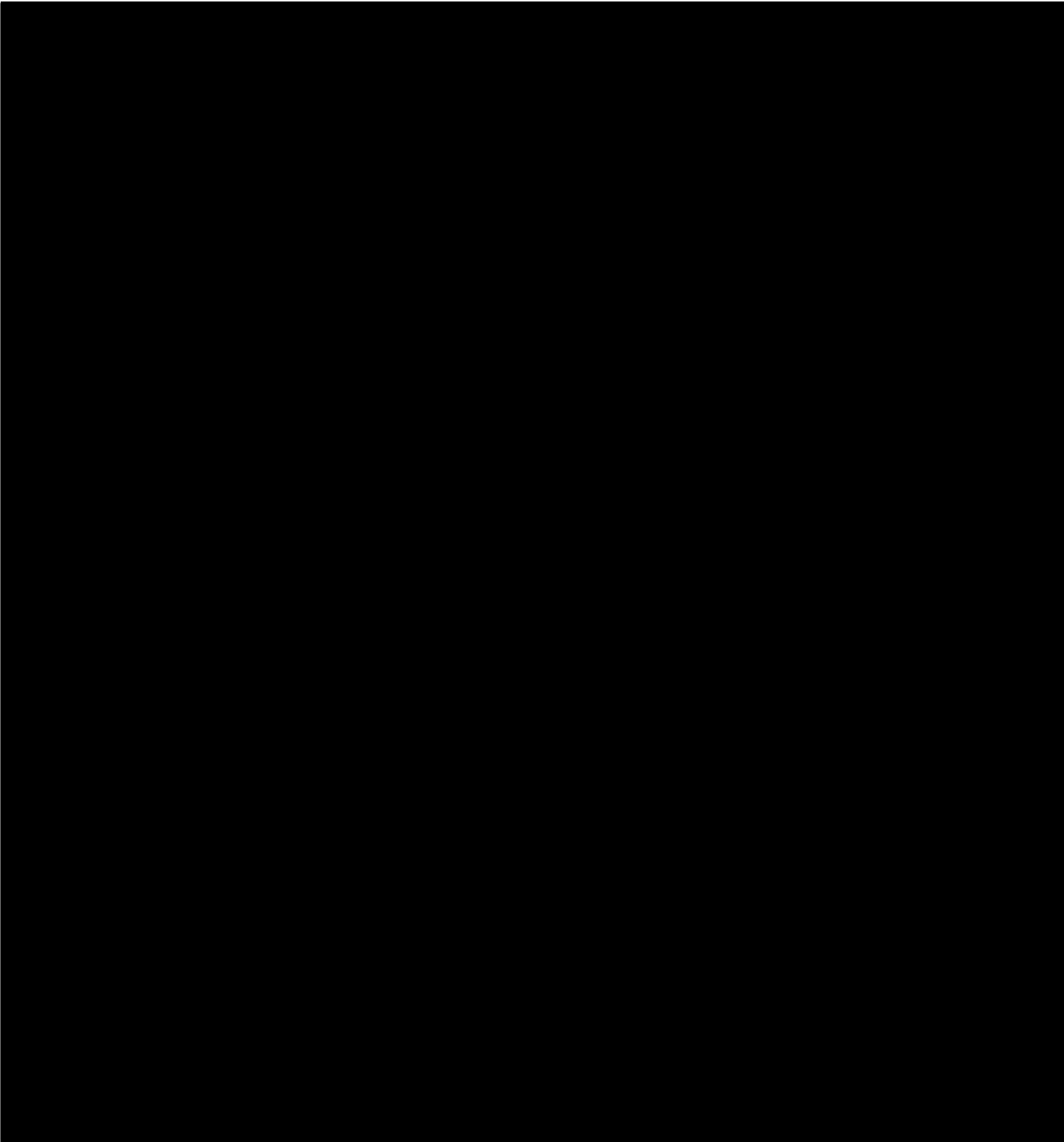


Price Assurance Certification

The awarded vendor agrees to provide pricing to Huron Valley Schools and HVS/MAC cooperative participating entities ensuring the lowest pricing available. The awarded vendor agrees to promptly lower the cost of any product/service purchased through Huron Valley Schools following a reduction in the manufacturer or publisher's direct cost. If respondent has existing cooperative contracts in place, Huron Valley Schools requests equal or better than pricing to be submitted.

All pricing submitted to Huron Valley Schools shall include 2.0% administrative/remittance fee to be remitted to MAC by the awarded vendor. It is the awarded vendor's responsibility to keep all product listings and sales reports up to date and on file with Huron Valley Schools/MAC.

Vendor
Firm Name: River North Transit LLC
Authorized Representative Signature: <div><small>Signed by:</small>  <small>U7852a78c824421</small></div>
Authorized Representative Name (printed): Alex Lavoie
Date: 4/8/2025





MAC

NON-COLLUSION AFFIDAVIT

New York
STATE OF ~~MICHIGAN~~)
New York)
[NAME OF COUNTY])

ss:

The undersigned bidder or agent, being duly sworn on oath, says that he/she has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him/her, entered into any combination, collusion or agreement with any person relative to the price to be bid by anyone at such letting nor to prevent any person from bidding nor to induce anyone to refrain from bidding, and that this bid is made without reference to any other bid and without any agreement, understanding or combination with any other person in reference to such bidding.

He/she further says that no person or persons, firms, or corporation has, have or will receive directly or indirectly, any rebate, gift, fee, commission or thing of value on account of such sale.

River North Transit LLC

Bidder (Firm)

Signature of Bidder or Agent

Subscribed and sworn to before me this 8th day of April, 2025.

My commission expires: 11/30/2027

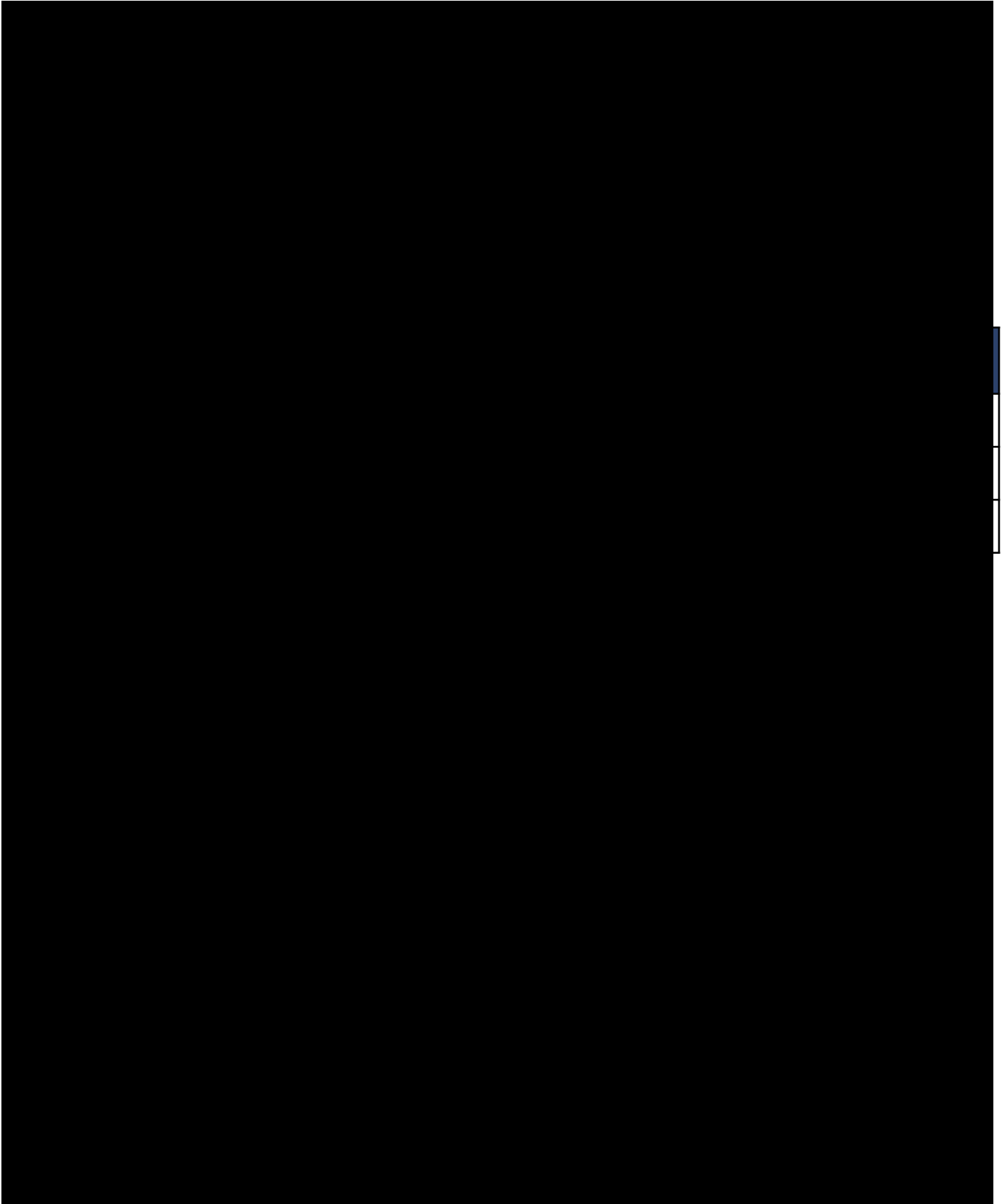
County of residence: Kings

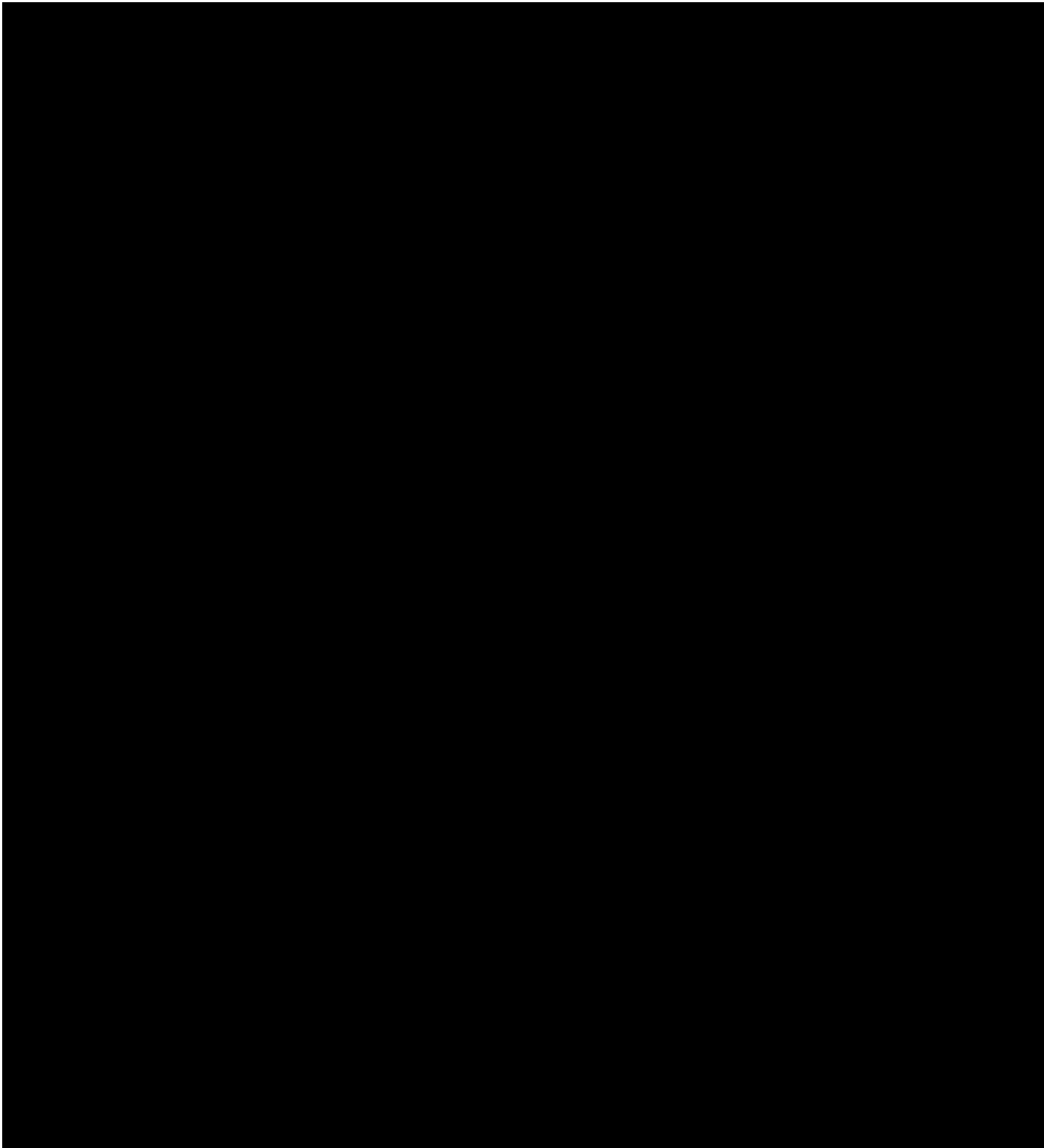
Notary Public Signature

Seal

(Return this completed form with bid package)







APPENDIX C – Confidentiality

Proprietary and Confidential Information

Please note that this document and any and all supporting documentation, appendices and attachments contain proprietary, confidential, and trade secret information of River North Transit LLC ("Via"), and is exempt from disclosure under the Michigan Compiled Laws ("M.C.L."), including under M.C.L. § 13(1)(f) (as trade secret, commercial, or financial information); MCL § 16.1261(13)(b) (as records containing trade secret, financial, or proprietary information); and M.C.L. § 15.243(1)(d), which prohibits the disclosure of public records if they are, in pertinent part, "records or information specifically described and exempted from disclosure by statute." As the information provided herein is confidential and trade secret, both federal and state statutes, including the Michigan Uniform Trade Secrets Act, § 445.1906, et seq., preclude its disclosure. Further, this response contains information which, if released, would constitute a clearly unwarranted invasion of individual's privacy pursuant to M.C.L. § 15.243(1)(a). We expect that Huron Valley Schools will protect the entire content of Via's proposal from public disclosure until the time for the public opening of bids or proposals, or if a public opening is not to be conducted, until the time for the public opening of bids or proposals, or if a public opening is not to be conducted, until the deadline for submission of bids or proposals has expired pursuant to M.C.L. § 15.243(1)(i). We request that your office maintain the confidentiality of these materials and provide Via with notice of any request for disclosure of this information prior to production by contacting compliance@ridewithvia.com.